Field Service Campaign

November 2022
SF661A

Subject: Freightliner & Western Star Trucks w/ Cummins Engines - Cruise Control Indicator Light

Models Affected: Specific model years 2022-2023 Freightliner Cascadia, 108SD, 114SD, and Western Star 47X/49X vehicles, equipped with Cummins engines, not equipped with Adaptive Cruise Control (ACC), manufactured from November 9, 2021, through April 19, 2022.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF661A to modify the vehicles mentioned above.

Due to a central gateway module software issue, the cruise control telltale is not being displayed in the instrument cluster. This only applies to trucks that do not have Adaptive Cruise Control (ACC).

The central gateway module software will be updated to restore functionality of the cruise control lamp.

There are approximately 740 vehicles involved in this campaign.

Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR261).

Replacement Parts

This is a software update; no replacement parts required.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF661A	Program CGW	0.5	996-F146A	12-Repair Recall/Campaign
	Inspect Only (Software Already at Correct Level)	0.3	996-F146B	06-Inspect

Table 1

IMPORTANT - Before Beginning Work:

- Check OWL to ensure the vehicle is involved and the campaign has not previously been completed.
- Check the vehicle for a completion sticker.

IMPORTANT - After Repair is Complete:

- Attach a gray completion sticker (Form WAR261) to the base completion label (Form WAR259). If the vehicle does not already have a base completion label, clean a spot on the appropriate location of the vehicle, and attach a base completion label, prior to installing the completion sticker.
- Failure to install a campaign completion sticker may result in a chargeback of the campaign claim.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting a claim. Please reference the following information in OWL:

- All claims must be submitted within 30 days of the repair date.
- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and population/group code (**SF661-A**).
- In the Primary Failed Part field, enter **25-SF661-000**.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **F99-999-005**, and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on November 30, 2023**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter (ICI) posted on the DTNA Portal.

For Support: Contact the Warranty Campaigns Department via the Warranty Support Center (WSC) link on the DTNA Portal, or the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket or contact your International Service Manager.

Copy of Notice to Owners

Subject: Freightliner & Western Star Trucks w/ Cummins Engines - Cruise Control Indicator Light

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks division, and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF661A to modify specific model years 2022-2023 Freightliner Cascadia, 108SD, 114SD, and Western Star 47X/49X vehicles, equipped with Cummins engines, not equipped with Adaptive Cruise Control (ACC), manufactured November 9, 2021, through April 19, 2022.

Due to a central gateway module software issue, the cruise control telltale/indicator is not being displayed in the instrument cluster. This only applies to trucks that do not have Adaptive Cruise Control (ACC).

The central gateway module software will be updated to restore functionality of the cruise control lamp.

Please contact an authorized DTNA dealer to arrange to have the campaign performed. The campaign will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at NorthAmerica.DaimlerTruck.com/contact-us/. Scroll down to “Locate a Dealer,” and select the appropriate brand.

This Field Service Campaign will **terminate on November 30, 2023**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer’s expense.

As stated in the terms of your express limited warranty, DTNA will not pay for any damage caused by failure to properly maintain your vehicle. DTNA considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

Contact the Warranty Campaigns Department at (800) 547-0712, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Work Instructions

Subject: Freightliner & Western Star Trucks w/ Cummins Engines - Cruise Control Indicator Light

Models Affected: Specific model years 2022-2023 Freightliner Cascadia, 108SD, 114SD, and Western Star 47X/49X vehicles, equipped with Cummins engines, not equipped with Adaptive Cruise Control (ACC), manufactured from November 9, 2021, through April 19, 2022.

Cummins Cruise Control Indicator Lamp - Software Update

1. Check the base label (Form WAR259) for a completion sticker for SF661 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle.
4. Connect the other end of the RP1210B-compliant vehicle diagnostic adaptor to the laptop.
5. Open DiagnosticLink®.

IMPORTANT: Make sure that DiagnosticLink is updated to the latest version (8.16SP4 at the time of publication, or newer) before programming the vehicle.

6. To update DiagnosticLink, from the menu bar, select ‘Tools,’ then select ‘Update’ from the dropdown menu. See **Fig. 1.**

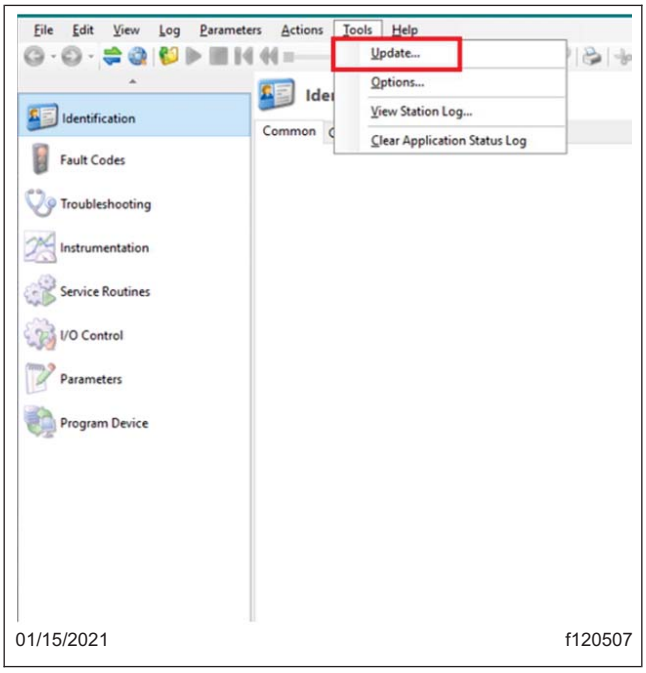


Fig. 1, Updating DiagnosticLink to the Latest Version

7. When programming, DTNA recommends configuring DiagnosticLink to connect only to the central gateway (CGW).

   Follow the substeps to make this change in DiagnosticLink.

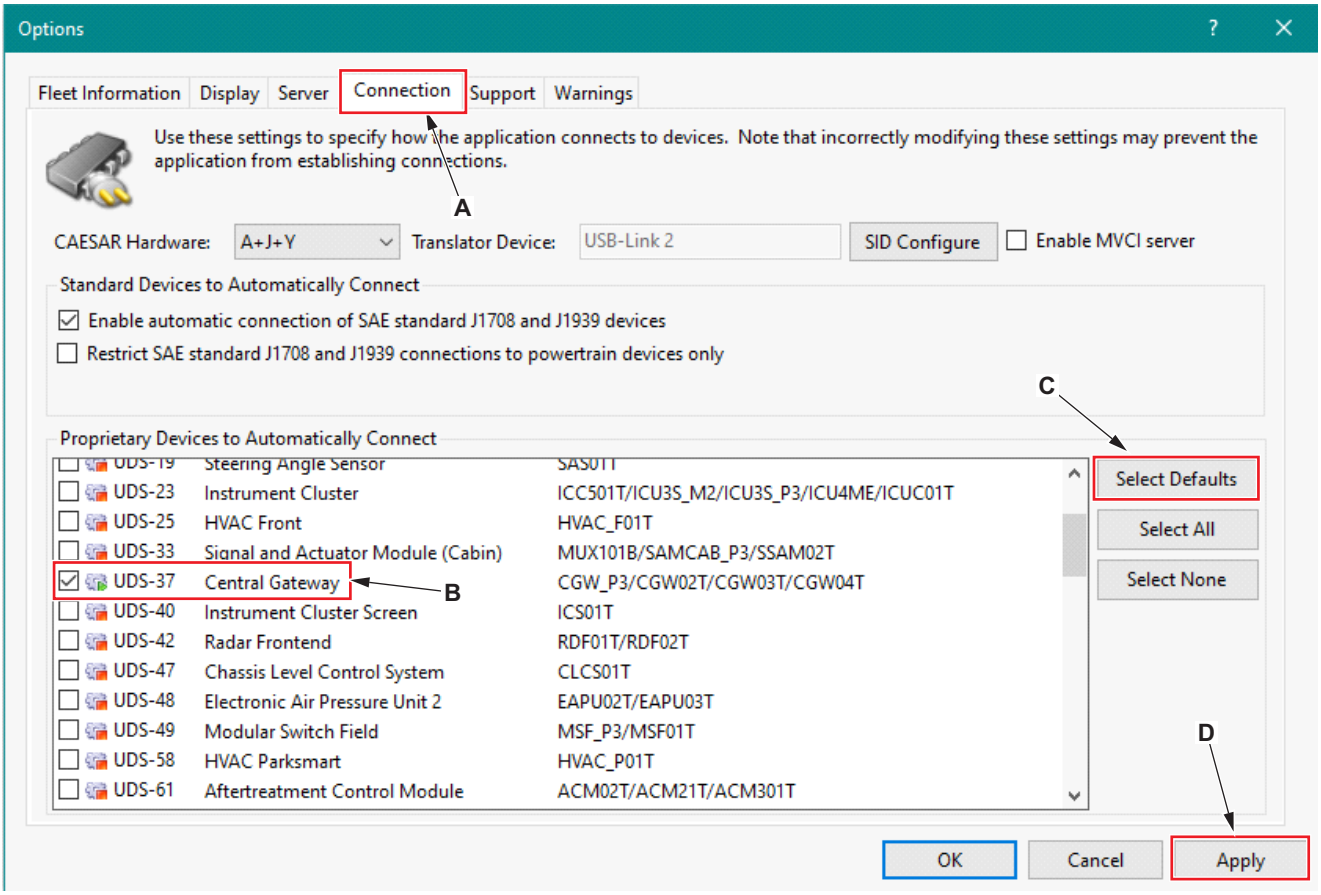
   7.1 Select ‘Tools’ from the top menu, then select ‘Options’ from the dropdown menu.

   7.2 Select the ‘Connection’ tab. See **Fig. 2.**

   NOTE: Make sure no other checkboxes are selected.

   7.3 Select the checkbox corresponding to ‘Central Gateway.’ See **Fig. 2**.

   7.4 Select the ‘Select Defaults’ button, then select ‘Apply.’ See **Fig. 2**.



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A. Select the ‘Connection’ tab.
B. Select the checkbox next to ‘Central Gateway.’
C. Select the ‘Select Defaults’ button.
D. Select ‘Apply.’

Fig. 2, Configuring DiagnosticLink to Connect to CGW

NOTE: The sign-in to the server will remain active until DiagnosticLink is closed.

8. Connect to the server using your DTNA Portal credentials. See **Fig. 3**.

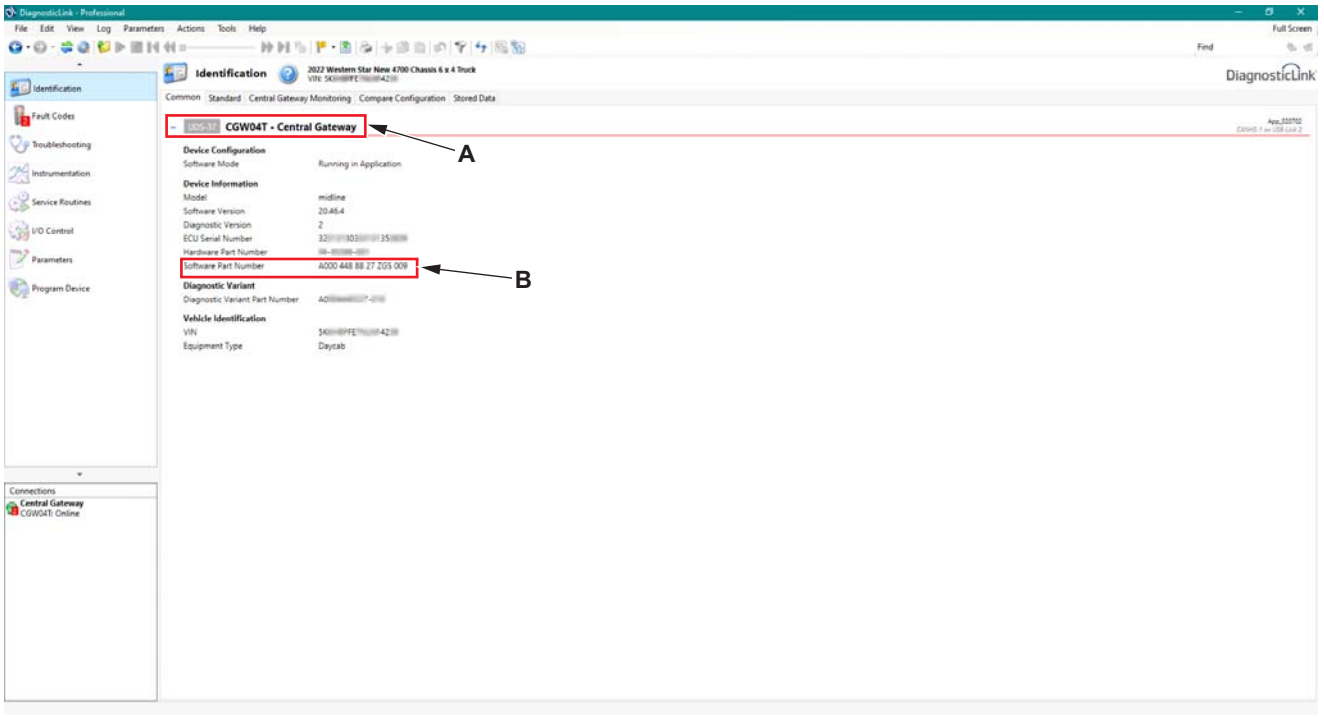
Fig. 3, Login Window

9. Go to the ‘Identification’ tab. Expand the ‘CGW04T - Central Gateway’ row, and verify the ‘Software Part Number.’ See **Fig. 4**.

   Is the ‘Software Part Number’ already displayed as **A0004489127 ZGS 003 (SF661-A)** or **A0004489227 ZGS 005 (SF661-B)**?

   YES → The CGW04T has already been updated to the latest version, no further repair is required. Go to step 32.

   NO → The CGW04T will need to be programmed. Go to step 10.



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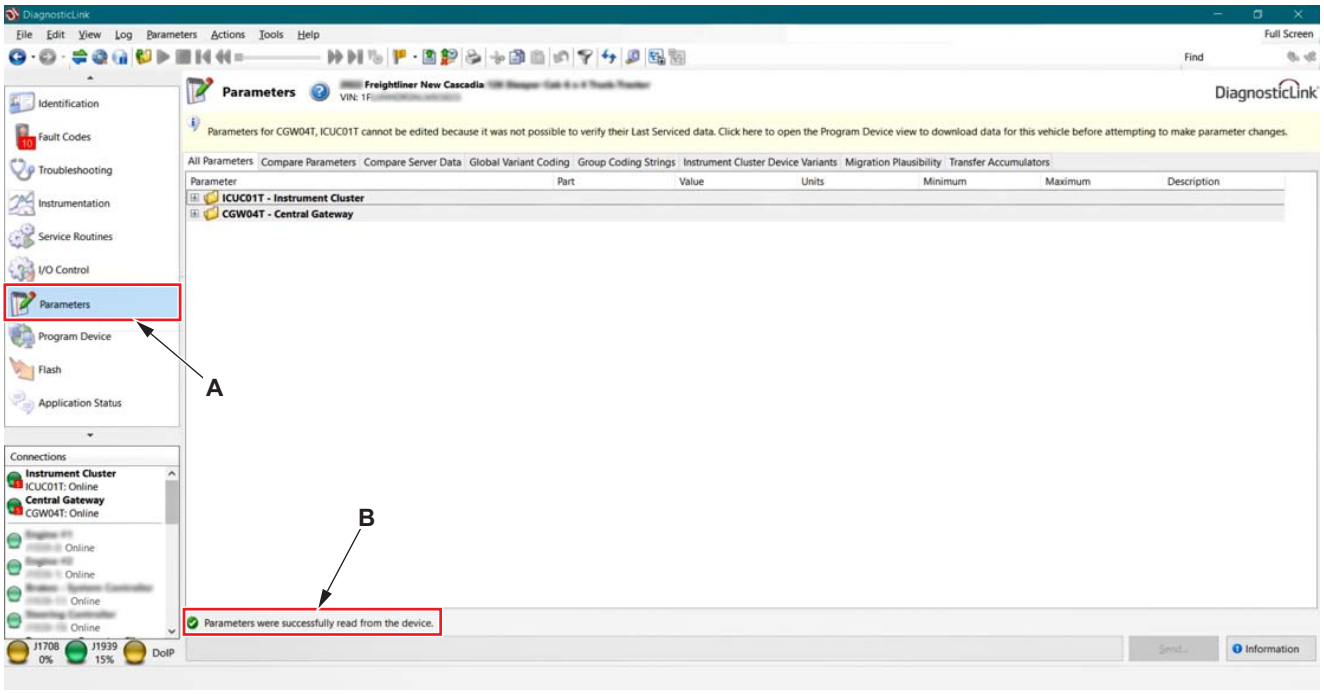
A. Select ‘CGW04T - Central Gateway.’

B. Verify the ‘Software Part Number.’

Fig. 4, Verifying the Software Part Number

10. Go to the ‘Parameters’ tab. See **Fig. 5**.

    DiagnosticLink will read the parameters of the connected ECUs. Wait for the message ‘Parameters were successfully read from the device’ to be displayed. See **Fig. 5**.



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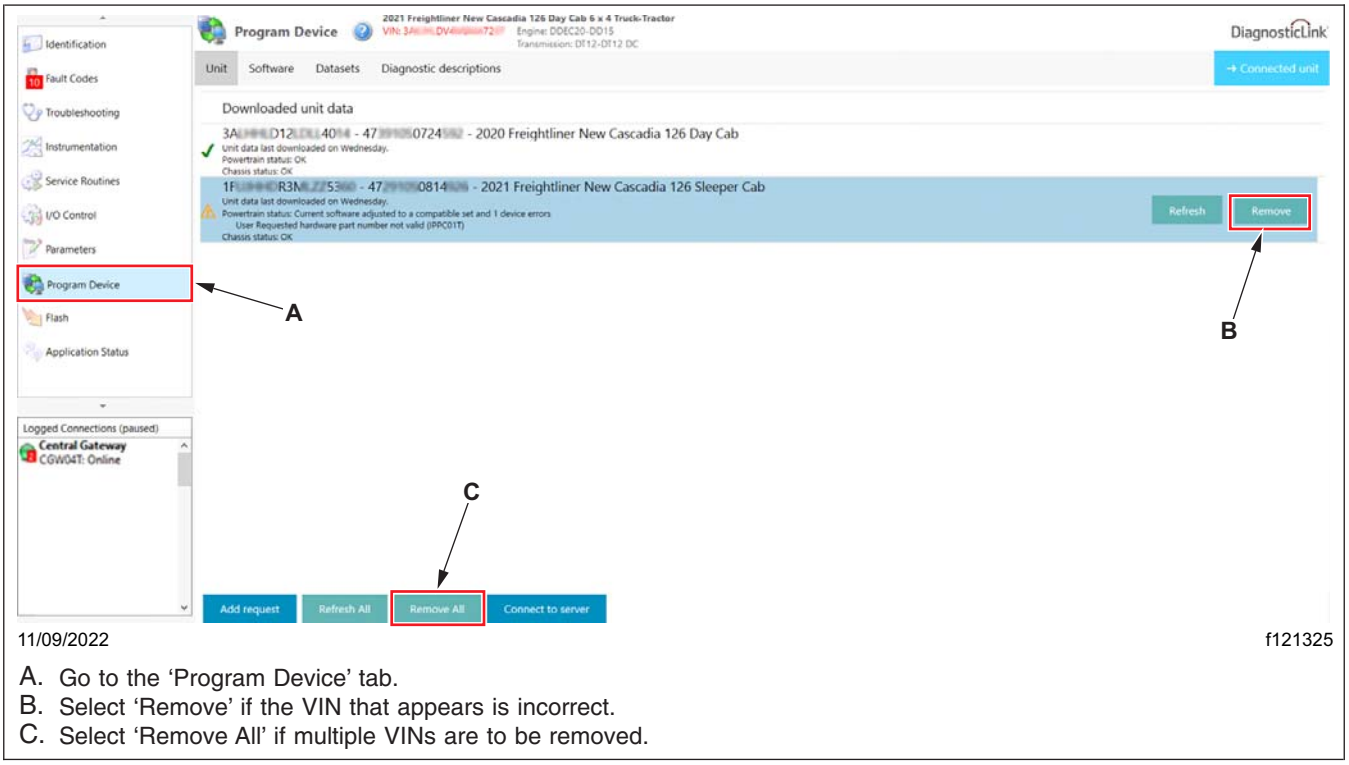
A. Go to the ‘Parameters’ tab.

B. Wait for the parameters to be read from the device.

Fig. 5, Reading the ECU Parameters

11. Go to ‘Program Device,’ and make sure the correct vehicle identification number (VIN) appears in the window. See **Fig. 6**.

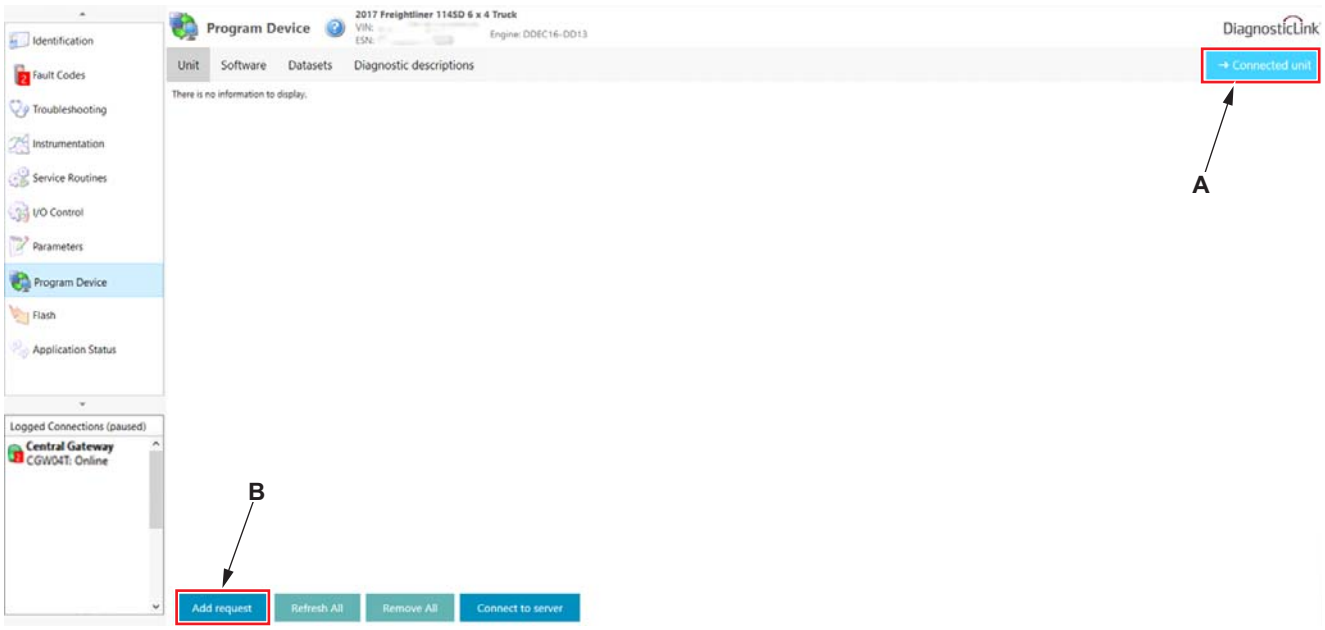
    If the VIN that appears is incorrect, select ‘Remove’ at the far right of each VIN. Select ‘Remove All’ at the bottom of the screen if multiple VINs are to be removed. See **Fig. 6**.



A. Go to the ‘Program Device’ tab.
B. Select ‘Remove’ if the VIN that appears is incorrect.
C. Select ‘Remove All’ if multiple VINs are to be removed.

Fig. 6, Removing the Pending Requests

12. To connect DiagnosticLink to the connected vehicle, select ‘Connected unit.’ See **Fig. 7**.
13. To manually connect DiagnosticLink to the vehicle, select ‘Add request,’ shown in **Fig. 7**. Manually enter the VIN, and select the device to be added. Select ‘OK.’ See **Fig. 8**.



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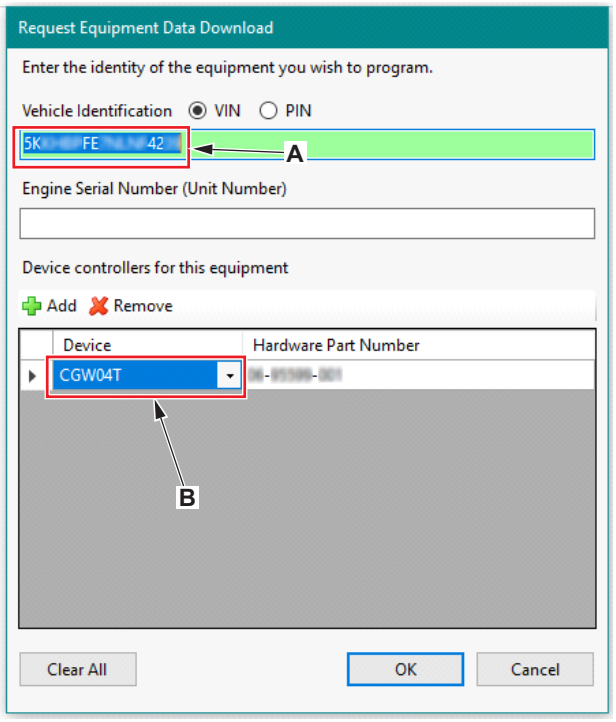
A. Select ‘Connected unit.’

B. Select ‘Add request.’

Fig. 7, Selecting Connected Unit



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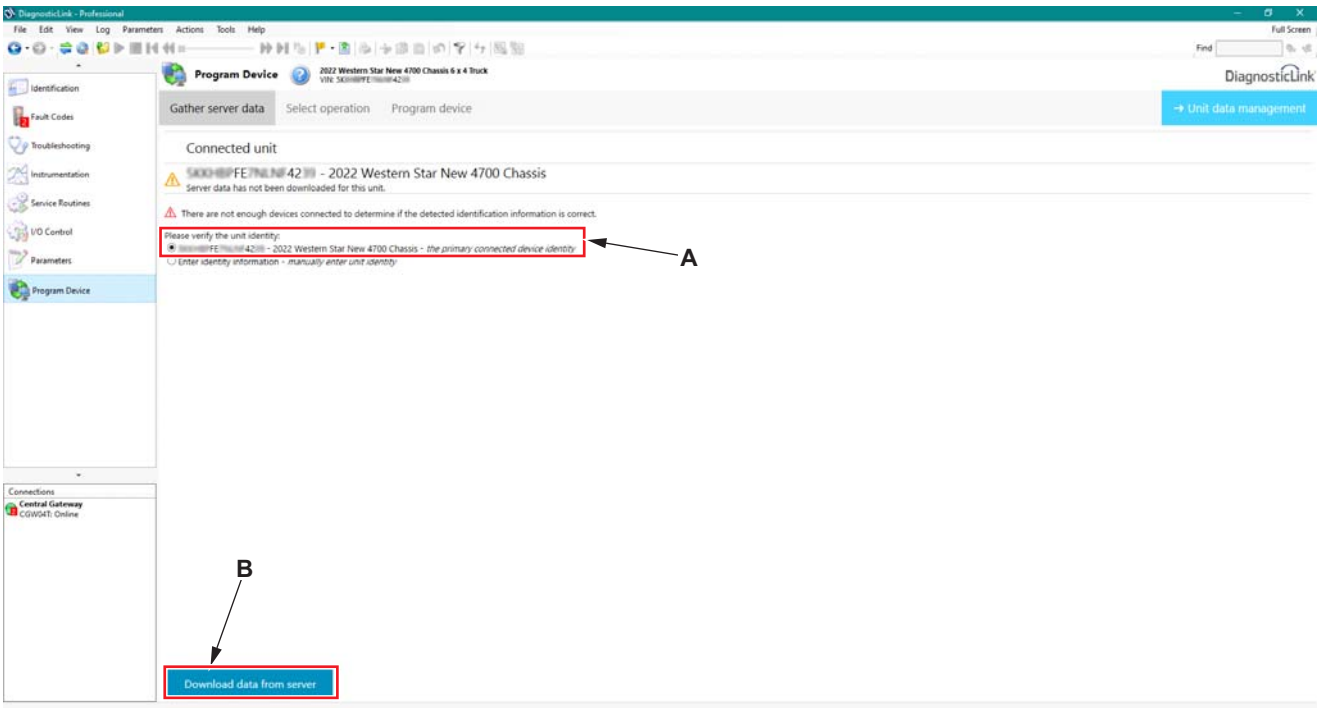
A. Manually enter the VIN.

B. Select ‘CGW04T.’

Fig. 8, Manually Connecting to DiagnosticLink

14. Make sure that the VIN that appears is correct. Then select ‘Download data from server.’ See **Fig. 9**.



A. Verify the VIN that appears is correct.

B. Select ‘Download data from server.’

Fig. 9, Downloading Data from Server

15. Once the data download is complete, select ‘Next.’ See **Fig. 10**.

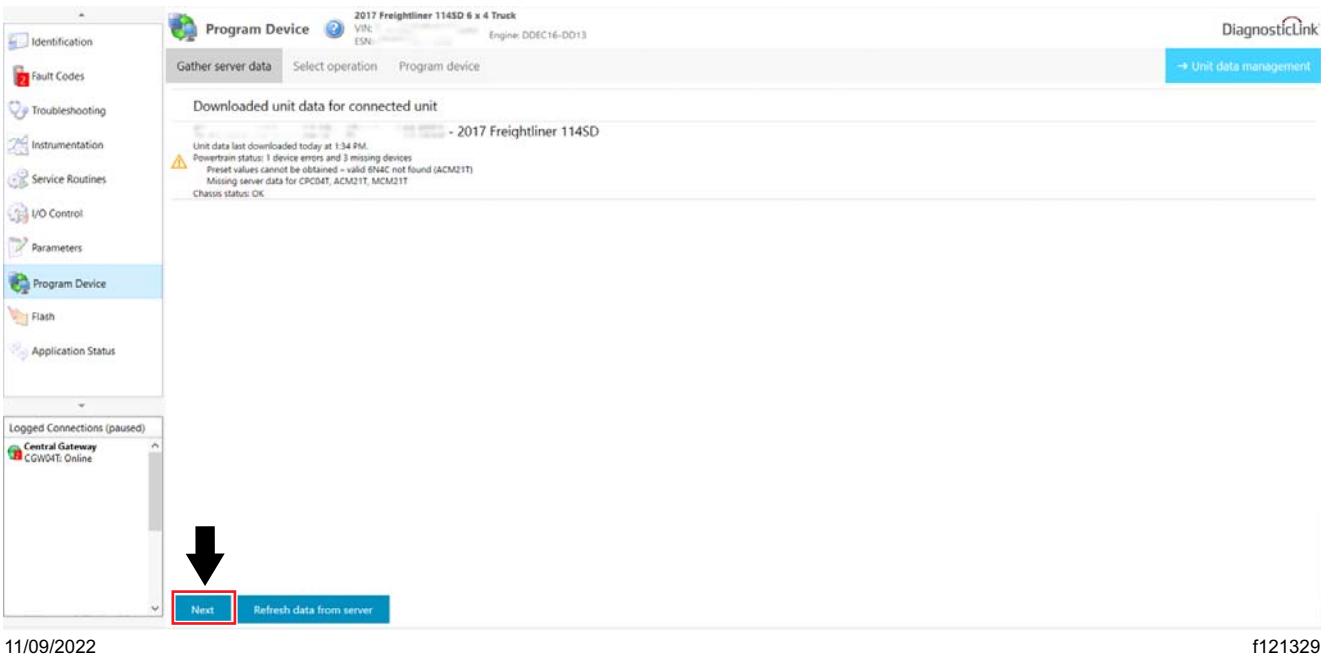


Fig. 10, Data Downloaded from the Connected Unit

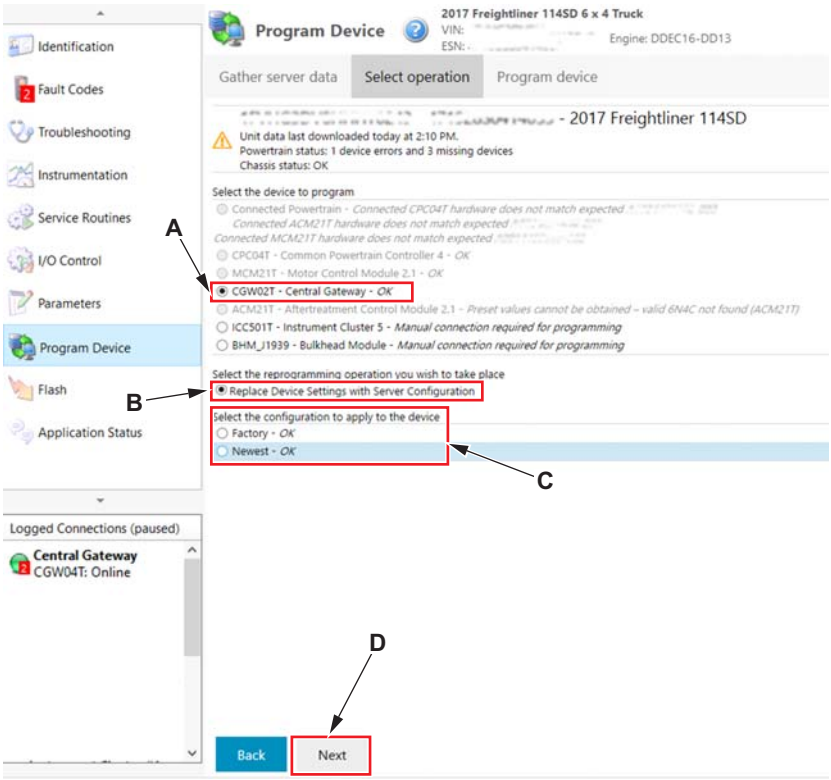
16. Flash the CGW as follows.

    16.1 Select 'CGW02T - Central Gateway - *OK*' as the device to program.' See **Fig. 11**.

    16.2 Select 'Replace Device Setting with Server Configuration' as the reprogramming operation. See **Fig. 11**

    NOTE: 'Latest' is the last service record (may be an old software), and 'Newest' is the most up-to-date software available. If the last service record is the most up-to-date software available, no 'Newest' record will be provided; select 'Newest.' If 'Newest' is not available, select 'Latest.'

    16.3 Select the appropriate configuration to apply to the device, then select 'Next. See **Fig. 11**.



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A. Select 'CGW02T - Central Gateway - *OK*.'
B. Select 'Replace Device Settings with Server Configuration.'
C. Select the configuration to apply to the device.
D. Select 'Next.'

Fig. 11, Configuring DiagnosticLink for Device Programming

17. Verify the VIN and hardware part number, then select ‘Start’ to program the selected device. See **Fig. 12**.

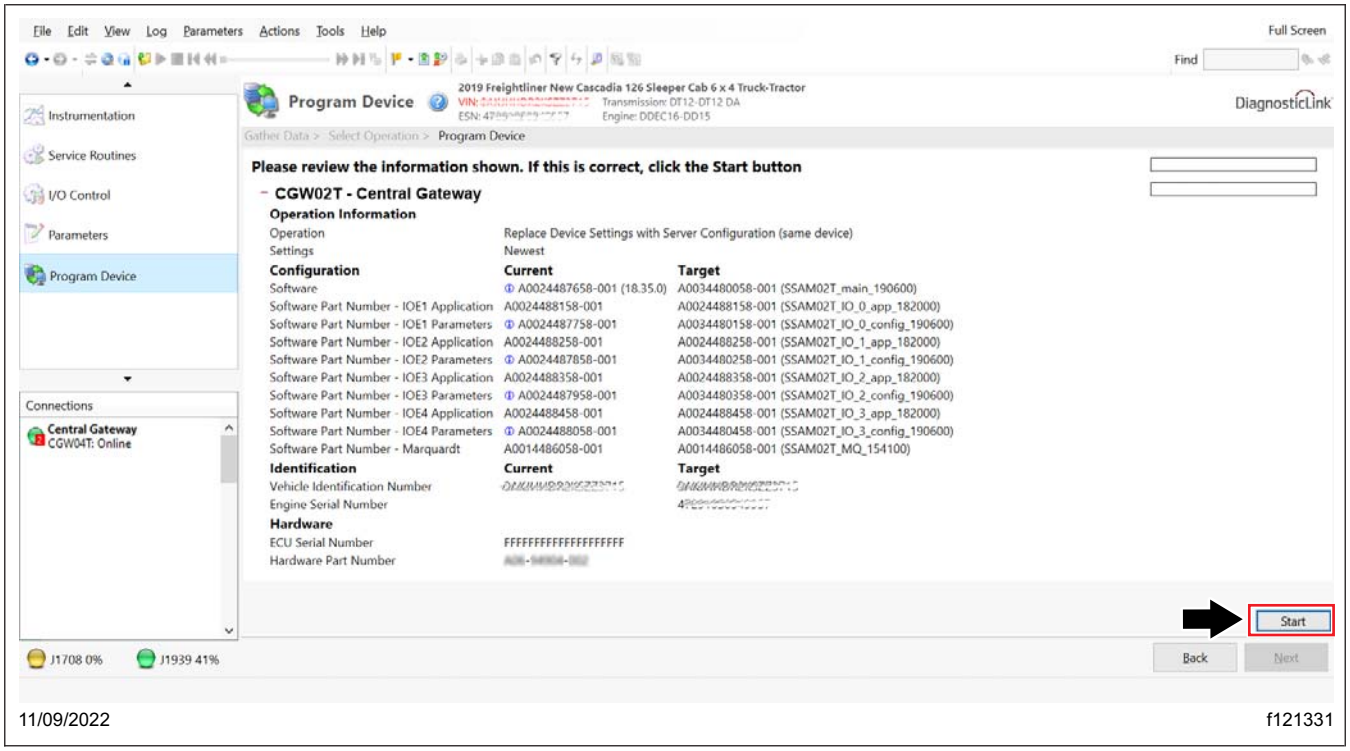


Fig. 12, Starting to Flash CGW

18. The updated software and parameters will be installed on the device. See **Fig. 13**.

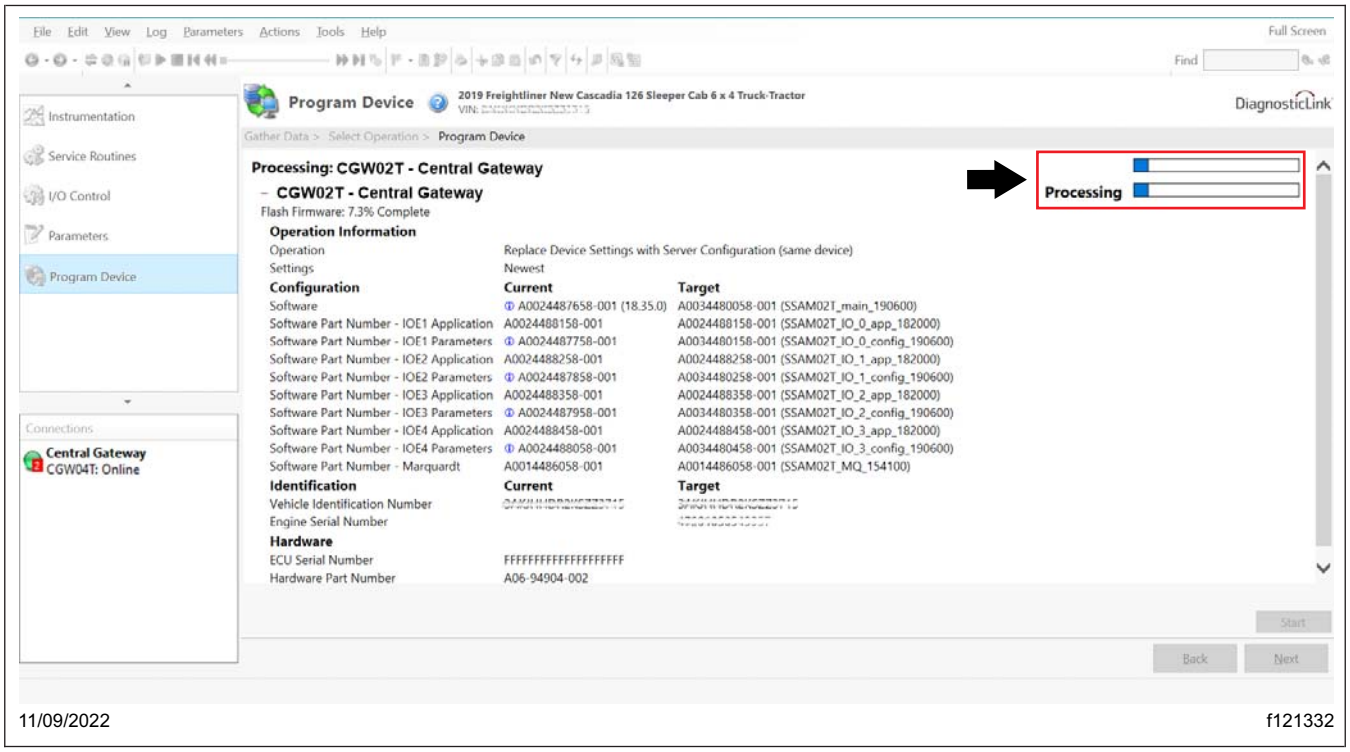
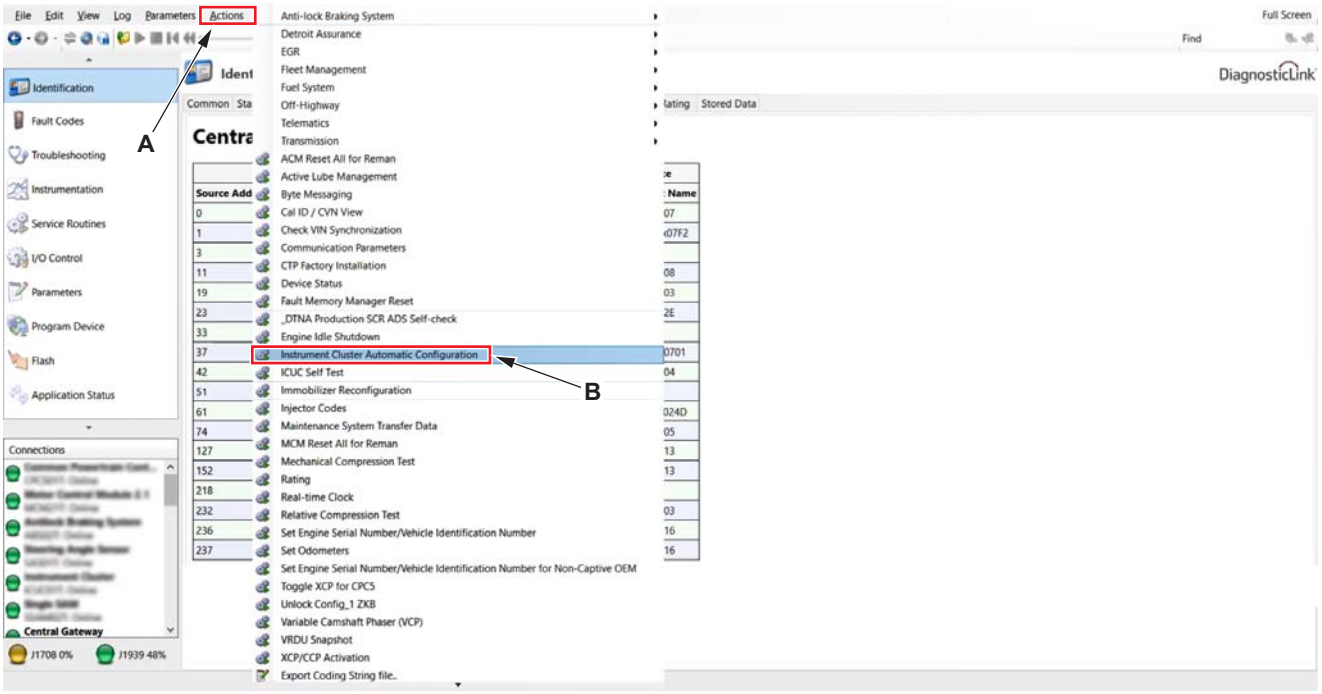


Fig. 13, Programming the Device

19. Once the programming is complete, a message will be displayed: ‘Programming was successfully completed.’ Select ‘Finish.’
20. Turn the ignition to the OFF position, then disconnect DiagnosticLink from the vehicle.
21. Close DiagnosticLink, wait for one minute, then restart DiagnosticLink.
22. Turn the ignition to the ON position, then connect the vehicle to DiagnosticLink.

23. From the menu bar, select ‘Actions,’ then go to ‘Instrument Cluster Automatic Configuration.’ See **Fig. 14**.



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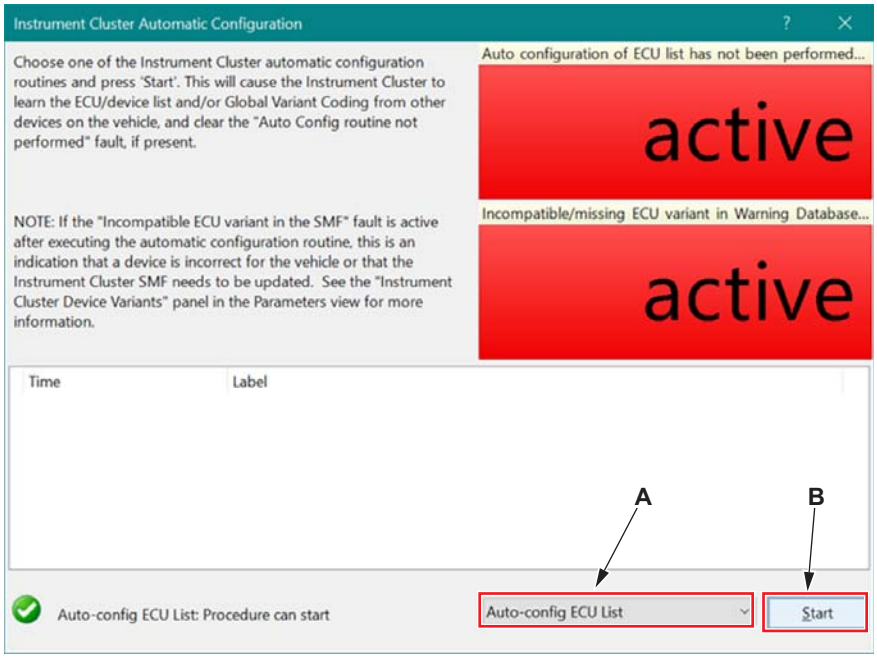
A. Select ‘Actions.’

B. Select ‘Instrument Cluster Automatic Configuration.’

Fig. 14, Opening the Instrument Cluster Automatic Configuration Window

24. Verify that ‘Auto-config ECU List’ is selected. Select ‘Start’ to begin the automatic configuration of the instrument cluster. See **Fig. 15**.



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A. Select ‘Auto-config ECU List.’

B. Select ‘Start.’

Fig. 15, Instrument Cluster Automatic Configuration Window

25. Once the configuration is complete, turn the ignition to the OFF position, then disconnect DiagnosticLink from the vehicle.
26. Close and restart DiagnosticLink, then wait for one minute.
27. Turn the ignition to the ON position, then connect the vehicle to DiagnosticLink.
28. Clear any inactive faults, and troubleshoot the active faults, if any.
29. Turn the ignition to the OFF position, disconnect DiagnosticLink from the vehicle, and close DiagnosticLink.

30. Inside the cab, carefully remove the label that reads ‘IMPORTANT CRUISE CONTROL LAMP WILL NOT ILLUMINATE WHEN CRUISE IS ACTIVATED.’ The label is located on the dash A-panel, near the driver instrument panel. See **Fig. 16**.

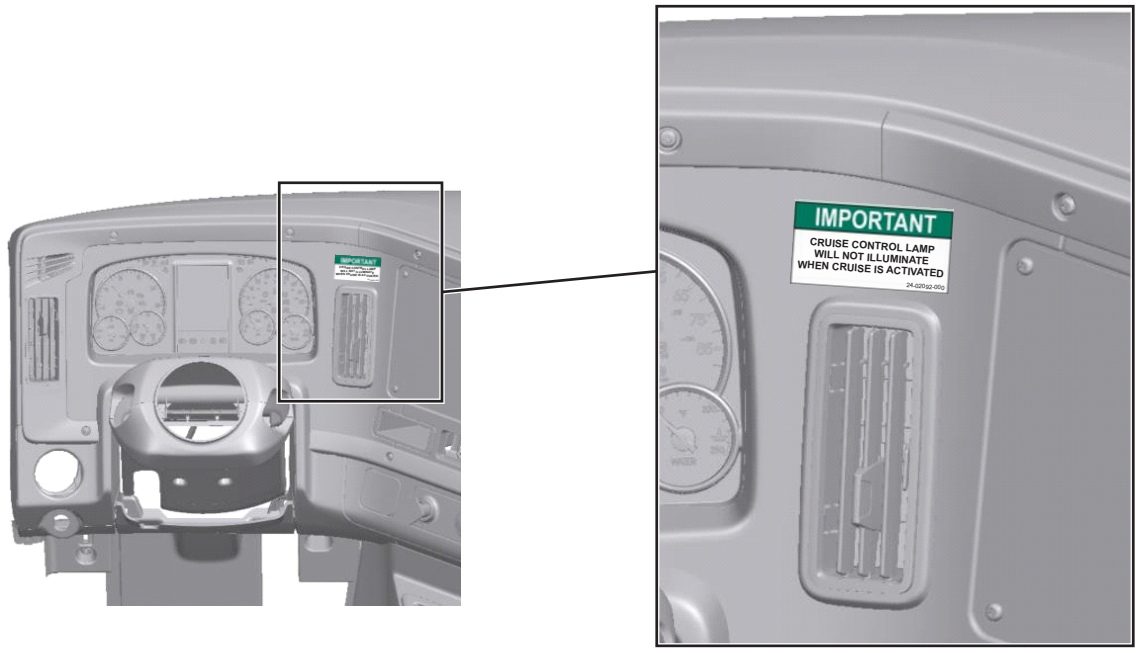

Fig. 16, Removing the Label

IMPORTANT: Carefully remove any remaining adhesive residue from the panels after the labels are removed.

31. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF661 (Form WAR261), indicating this work has been completed.