

October 2023  
SF665A

## Subject: Common Telematics Platform

**Models Affected: Specific model years 2022-2023 Freightliner Cascadia; and Western Star 47X and 49X vehicles manufactured September 1, 2021, through January 11, 2023.**

### 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 SF665A to modify the vehicles mentioned above.

Certain vehicles spec'd with a Common Telematics Platform (CTP2), were shipped without the CTP2 due to shortages from the module supplier.

The CTP2 module will be installed and activated.

There are approximately 16,612 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

Replacement parts are now available and can be obtained by ordering the kit listed below from your facing Parts Distribution Center (PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF665, a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this campaign.

**Table 1** - Replacement Parts for SF665

Campaign Number	Kit Description	Kit Number	Qty
SF665A	KIT - SERVICE CTP2	25-SF665-000	1 ea
	BLANK COMPLETION STICKER	WAR261	1 ea

**Table 1**

### Removed Parts

There are no removed parts for this repair.

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## Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF665A	Install and Activate CTP2	0.9	996-F149A	12-Repair Recall/Campaign

**Table 2**

**IMPORTANT:** When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

## Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**SF665-A**).
- In the Primary Failed Part field, enter **25-SF665-000**.
- In the Parts section, enter the appropriate kit number as shown in the Replacement Parts Table.
- 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 October 31, 2024**. Dealers will be notified of any changes to the termination date via an Important Campaign Information letter posted on DTNA Portal.

**IMPORTANT:** OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed. Also, check for a completion sticker before beginning work.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resaleable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNA Portal/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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## Copy of Notice to Owners

### Subject: Common Telematics Platform

Specific model years 2022-2023 Freightliner Cascadia; and Western Star 47X and 49X vehicles manufactured September 1, 2021, through January 11, 2023.

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 SF665A to modify the vehicles mentioned above.

Certain vehicles spec'd with a Common Telematics Platform (CTP2), were shipped without the CTP2 due to shortages from the module supplier.

The CTP2 module will be installed and activated.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately 1 hour and will be performed at no charge to you. To locate an authorized dealer, search online at [NorthAmerica.DaimlerTruck.com/contact-us/](http://NorthAmerica.DaimlerTruck.com/contact-us/). Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on October 31, 2024**. 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, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimlertruck.com](mailto: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

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## Work Instructions

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**Models Affected: Specific model years 2022-2023 Freightliner Cascadia; and Western Star 47X and 49X vehicles manufactured September 1, 2021, through January 11, 2023.**

### CTP2 Installation

1. Check the base label (Form WAR259) for a completion sticker for SF665 (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. Remove the electronics bay cover and the passenger-side lower dash cover. For instructions, see **Section 60.06** of the applicable workshop manual.

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### NOTICE

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**Make sure that the cab floor is clear of debris and tools. If the vehicle power distribution module (VPDM) is lowered on to debris, especially metal objects, it could permanently damage the VPDM.**

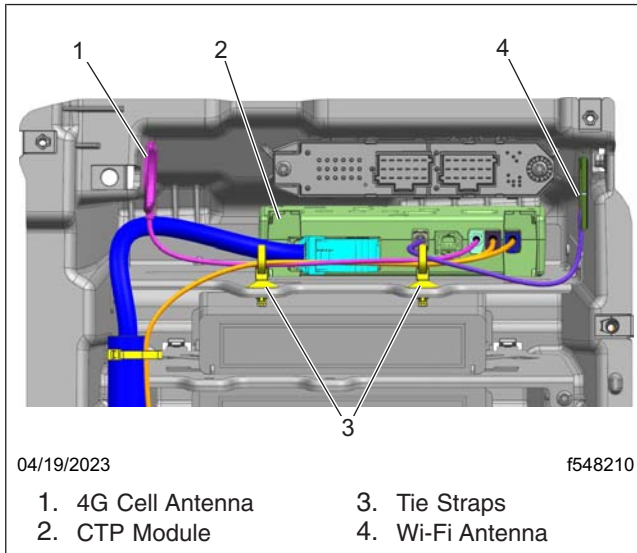
IMPORTANT: The VPDM is positioned on the mounting tabs to assist with retaining the VPDM in position while mounting fasteners are removed. Care should be taken so the VPDM does not fall to the floor after all four mounting fasteners have been removed.

4. Remove the four VPDM mounting fasteners, then gently lower the VPDM on to the cab floor. For instructions, see **Group 54** of the applicable workshop manual.
5. Position the new CTP2 ECU in the top shelf of the electronics bay, then press the ECU firmly towards the back of the shelf. See **Fig. 1**. Lower the front of the CTP2 onto the surface of the shelf, and adjust its position horizontally until the tabs on the CTP2 are fully seated in the mounting slots.

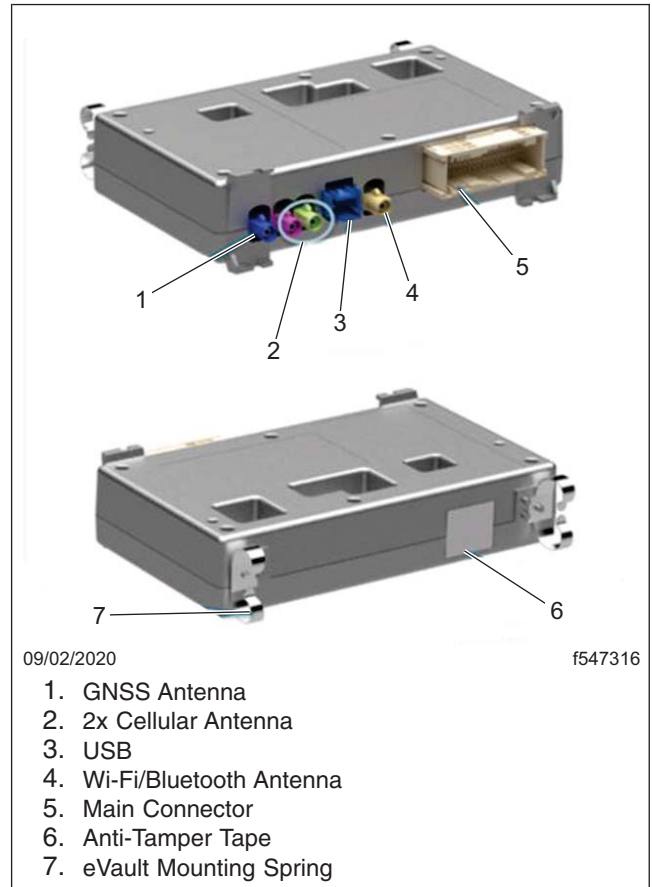
NOTE: Some vehicles may not have a harness to connect to the large blue CTP USB connector, shown in **Fig. 2**. In such cases, the CTP USB connector remains empty.

6. Connect the CTP2 electrical harness connector and antenna connectors to CTP2. See **Fig. 1** for connector and antenna connection locations.

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**Fig. 1, Electronics Bay**



**Fig. 2, CTP2 Connection Locations**

7. Install the VPDM. For instructions, see **Group 54** of the applicable workshop manual.
8. Install the passenger-side lower dash cover and the electronics bay cover. For instructions, see **Section 60.06** of the applicable workshop manual.

## CTP Initialization

1. Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle.
2. Connect the other end of the RP1210B-compliant vehicle diagnostic adaptor to the laptop.
3. Open DiagnosticLink®.

**IMPORTANT:** Make sure that DiagnosticLink is updated to the latest version (8.17 SP1 at the time of publication, or newer) before programming the vehicle. To update DiagnosticLink, from the menu bar, select 'Tools,' then select 'Update' from the dropdown menu.

4. Allow all the automatic connections to complete.
5. In the 'Connections' window, right click, and select 'Close Connections.' If any failed device connections remain, shown with a red indicator, right click, and select 'Clear all Connection Errors.'

**IMPORTANT:** Some interior/protected locations such as repair shops and covered awnings may reduce cellular network and GPS satellite coverage, which could prevent CTP initialization and may require the vehicle to be moved out to an open area to improve the signal strength for CTP initialization.

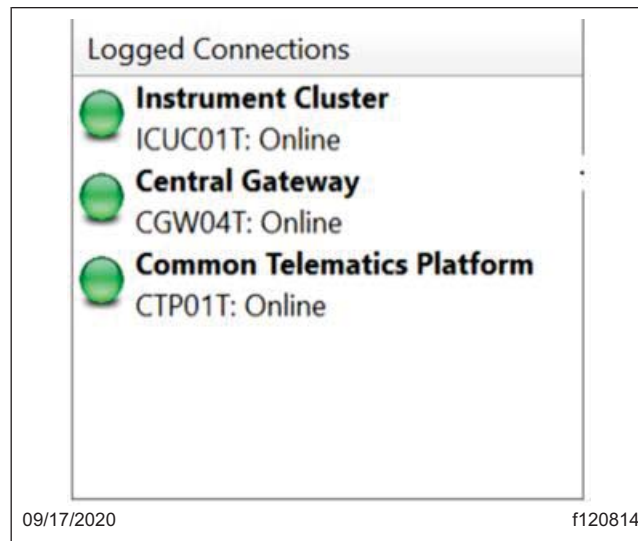
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6. From the menu bar, select 'File,' then select 'Connect.' In the 'Manual Connection' window that appears, select the following devices to manually connect to them.
  - ICUC01T
  - CGW04T
  - CTP01T

**IMPORTANT:** Any other devices connected to DiagnosticLink (other than the three listed above) may cause the initialization process to fail.

**NOTE:** 'CTP01T,' as displayed within DiagnosticLink, represents the CTP ECU device and not the type of CTP. Both CTP1 and CTP2 will display as 'CTP01T.'

7. Wait until all the three devices are fully connected and the connection indicators turn green. See [Fig. 3](#).

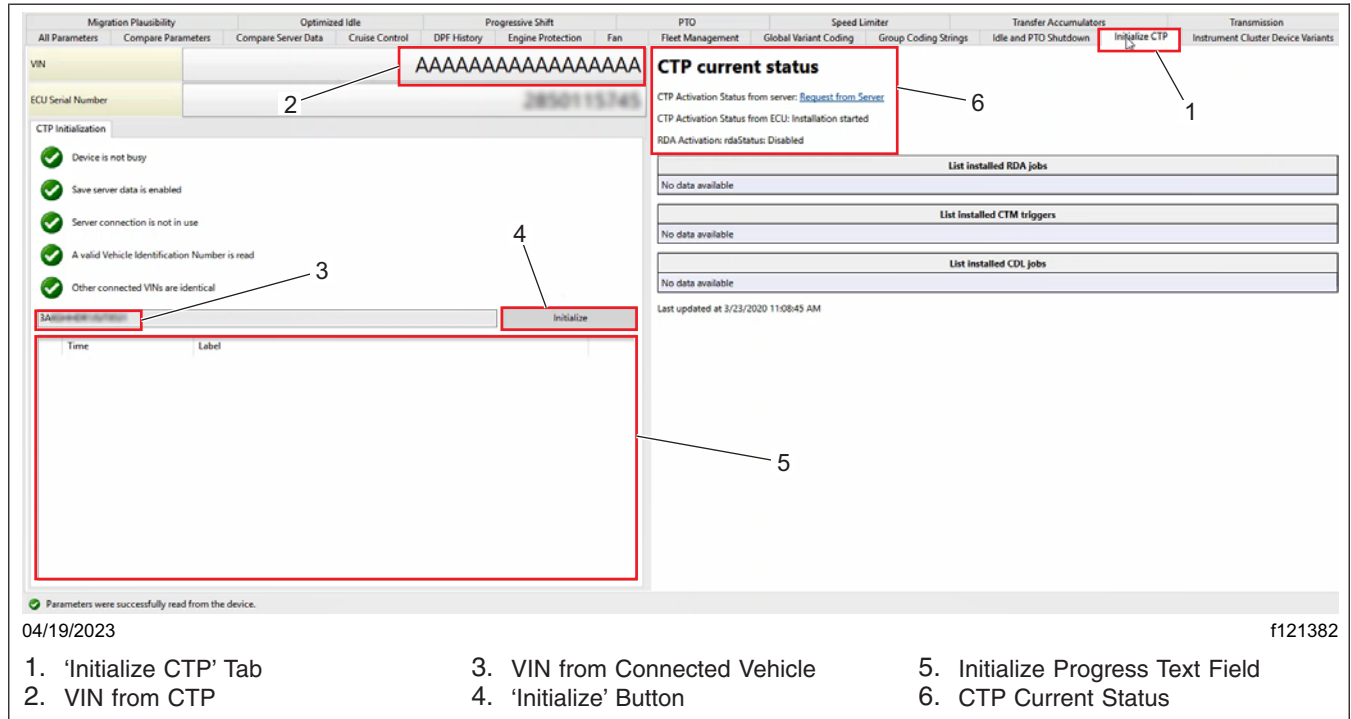


**Fig. 3, DiagnosticLink Logged Connections Panel**

8. Go to the 'Parameters' tab. DiagnosticLink will read the parameters of the connected ECUs. Wait until the 'Reading parameters' bar indicates this process is complete.

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9. Select the 'Initialize CTP' tab. Verify the vehicle identification number (VIN) from CTP reads the default AAAAAAAAAAAAAAAAAA, or the VIN from the connected vehicle. See Fig. 4. If not, remove the CTP, and install a new CTP.
10. Select 'Initialize' to run the initialization process.



**Fig. 4, CTP Initialization**

11. If prompted, enter your credentials to connect DiagnosticLink to the server.
12. Wait until the initialization process is complete, and the last line in the initialization progress text field reads: 'Vin written to device and required data was sent to server.'
13. Monitor the 'CTP Activation Status from ECU,' shown in the 'CTP current status' panel. Within 10 minutes from the end of the initialization process, the 'CTP Activation Status from ECU' should change and display 'Active OK.'

Is 'Active OK' displayed under the status?

**YES** → Go to the next step.

**NO** → Contact the Detroit Connect® Operations Support team via email DetroitConnect@daimlertruck.com, or by calling 1-855-253-0420, option 2.

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- With the 'Initialize CTP' tab still selected, select the 'Full Screen' button on the upper-right corner of the window. See Fig. 5.

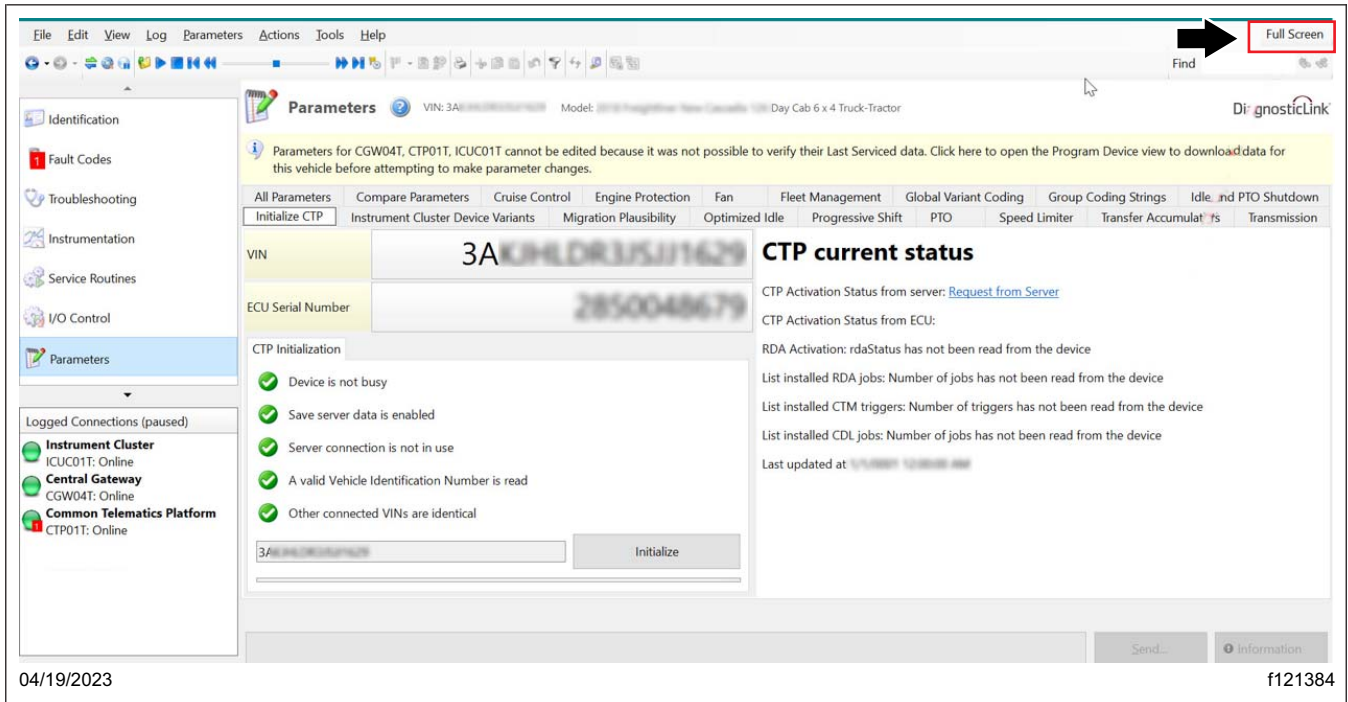
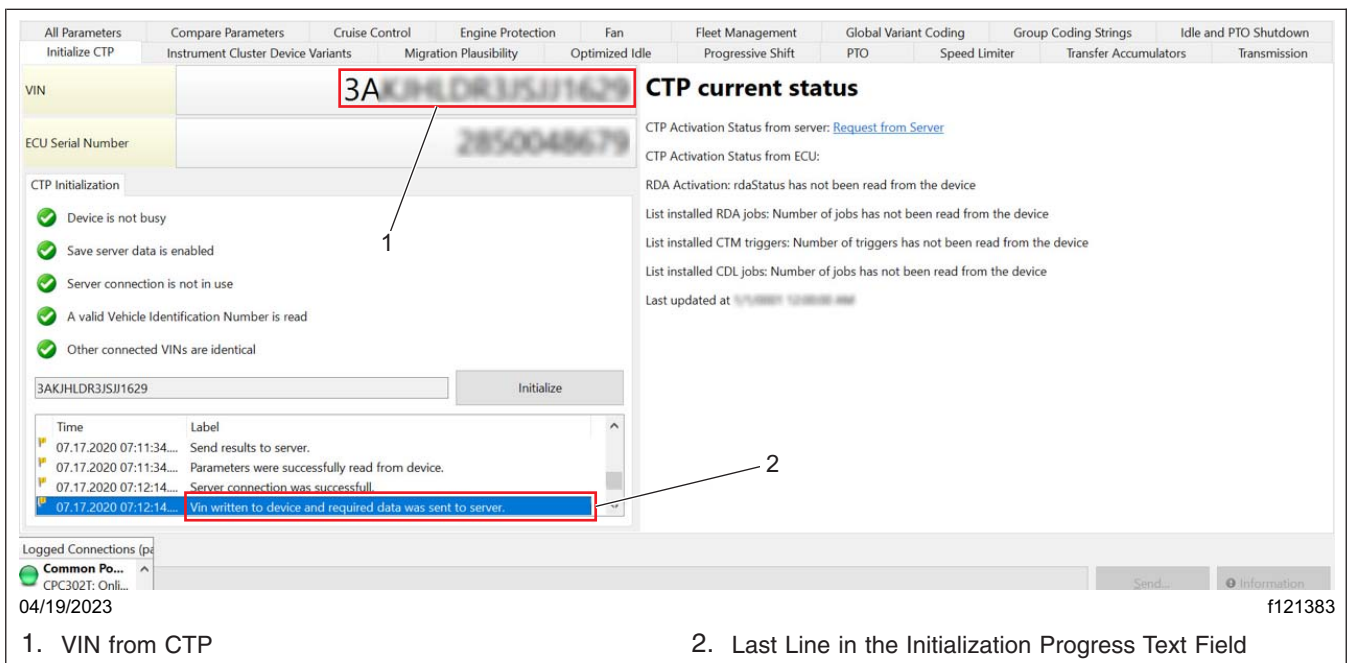


Fig. 5, Switching to Full Screen Display

- Take a screenshot of the DiagnosticLink window while making sure the VIN and the last line in the initialization progress text field are visible, as shown in Fig. 6.



1. VIN from CTP

2. Last Line in the Initialization Progress Text Field

Fig. 6, Screenshot of DiagnosticLink

- Select the 'Full Screen' button again to return to the normal view.

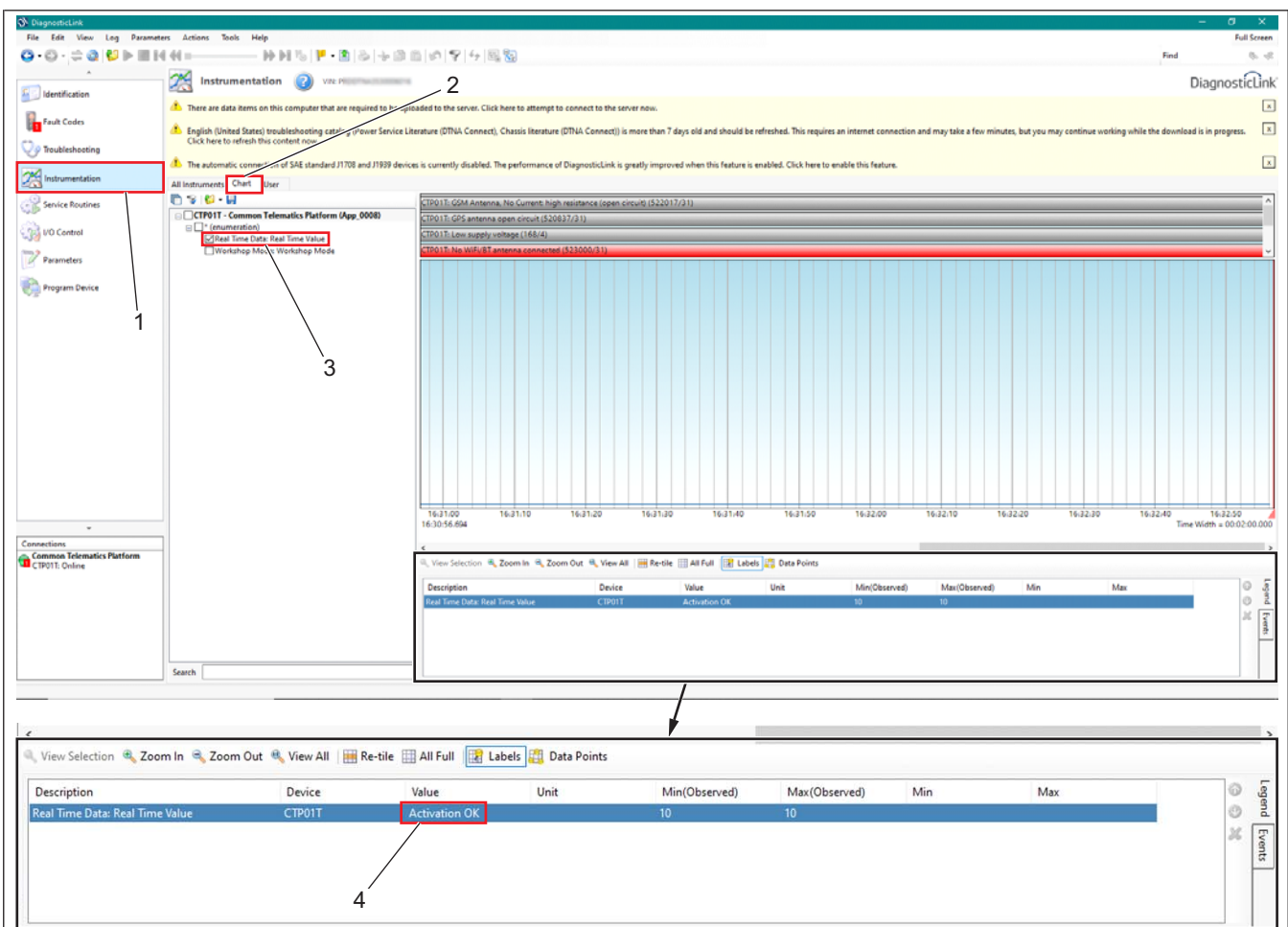
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17. Verify the CTP is activated and enabled to communicate with the Daimler Truck network.
  - 17.1 Wait for up to 10 minutes to give the CTP ample time to establish a network connection.
  - 17.2 Go to 'Instrumentation,' 'Chart,' then select the 'Real Time Data: Real Time Value' checkbox. Verify 'Activation OK' is displayed under 'Value,' as shown in **Fig. 7**.
 

Is 'Activation OK' displayed under 'Value'?

**YES** → The CTP software update is successful. Capture a screenshot that shows 'Activation OK,' and save the screenshot along with the repair order. Go to step 18.

**NO** → Attempt to establish the network connection again. Follow the substeps 17.3 through 17.6.



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1. 'Instrumentation' Tab
2. 'Chart' Tab
3. 'Real Time Data: Real Time Value' Checkbox
4. 'Activation OK' Displayed under 'Value'

**Fig. 7, CTP Software Update Successful**

- 17.3 Disconnect DiagnosticLink from the vehicle, and turn the ignition key to the OFF position.
- 17.4 Wait for at least five minutes, then turn the ignition key to the ON position.
- 17.5 Repeat on pages 5 and 6 steps 3 through 8 to connect to the three listed devices.

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- 17.6 Wait up to an additional 10 minutes for the CTP to reattempt establishing the network connection. If the CTP does not connect to the network even after 10 minutes, contact Daimler Truck Technical Support at 1-855-253-0422, option 4, (5:00 A.M. to 4:00 P.M. Pacific time, Monday through Friday).
18. Disconnect DiagnosticLink from the vehicle, and remove the interface cable from the 9-pin diagnostic connector.
19. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF665 (Form WAR261), indicating this work has been completed.