

March 2024
SF688A

Subject: Cummins Cruise Control Inhibit

Models Affected: Specific model year 2024 Western Star 47X and 49X vehicles manufactured January 19, 2023, through June 20, 2023.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF688 to modify the vehicles mentioned above.

Cruise control does not automatically disengage when windshield wipers are activated

The Central Gateway Software will be updated to address the issue.

There are approximately 18 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

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF688, a list of the customers and vehicle identification numbers will be available on the DTNA Portal.

Table 1 - Replacement Parts for SF688

Campaign Number	Part Number	Part Description	Qty.
SF688A	WAR261	BLANK COMPLETION STICKER	1

Table 1

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF688A	Update CGW Software	0.3	996-F177A	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.

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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 (**SF688-A**).
- In the Primary Failed Part field, enter **25-SF688-000**.
- 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 March 31, 2025**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter (ICI) posted on the 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 using the Warranty Support Center (WSC) app located on the DTNA Portal. Export distributors submit a WSC inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Cummins Cruise Control Inhibit

Specific model year 2024 Western Star 47X and 49X vehicles manufactured January 19, 2023, through June 20, 2023.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF688 to modify the vehicles mentioned above.

Cruise control does not automatically disengage when windshield wipers are activated

The Central Gateway Software will be updated to address the issue.

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 **free of charge**. 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 March 31, 2025**. 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, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

**March 2024
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Work Instructions

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Models Affected: Specific model year 2024 Western Star 47X and 49X vehicles manufactured January 19, 2023, through June 20, 2023.

Flashing the Central Gateway (CGW04T)

1. Check the base label (Form WAR259) for a completion sticker for SF688 (Form WAR261), indicating this work has been done. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to 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 (8.18 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.

6. Use the DTNA Portal credentials to connect DiagnosticLink to the server.

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7. Go to the 'Parameters' tab. See [Fig. 1](#).

DiagnosticLink will read the parameters of the connected ECUs. Wait for the message 'Parameters were successfully read from the device' to be displayed.

DiagnosticLink

File Edit View Log Parameters Actions Tools Help

Parameters

Freightliner New Cascadia VIN: 1F1234567890123456

Parameters for CGW04T, ICUC01T cannot be edited because it was not possible to verify their Last Serviced data. Click here to open the Program Device view to download data for this vehicle before attempting to make parameter changes.

All Parameters Compare Parameters Compare Server Data Global Variant Coding Group Coding Strings Instrument Cluster Device Variants Migration Plausibility Transfer Accumulators

Parameter	Part	Value	Units	Minimum	Maximum	Description
ICUC01T - Instrument Cluster						
CGW04T - Central Gateway						

Connections

- Instrument Cluster
- ICUC01T: Online
- Central Gateway
- CGW04T: Online
- Engine: 01
- Engine: 02
- Engine: 03
- Engine: 04
- Engine: 05
- Engine: 06
- Engine: 07
- Engine: 08
- Engine: 09
- Engine: 10
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- Engine: 100

Parameters were successfully read from the device.

10/18/2022 f121305

A. Go to the 'Parameters' tab. B. Wait for the parameters to be read from the device.

Fig. 1, Reading the ECU Parameters

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8. Go to the 'Program Device' tab, and make sure that the vehicle identification number (VIN) that appears is correct. Select 'Download data from server.' See [Fig. 2](#).

DiagnosticLink will document the parameters of the current vehicle on the server, as shown in [Fig. 3](#).

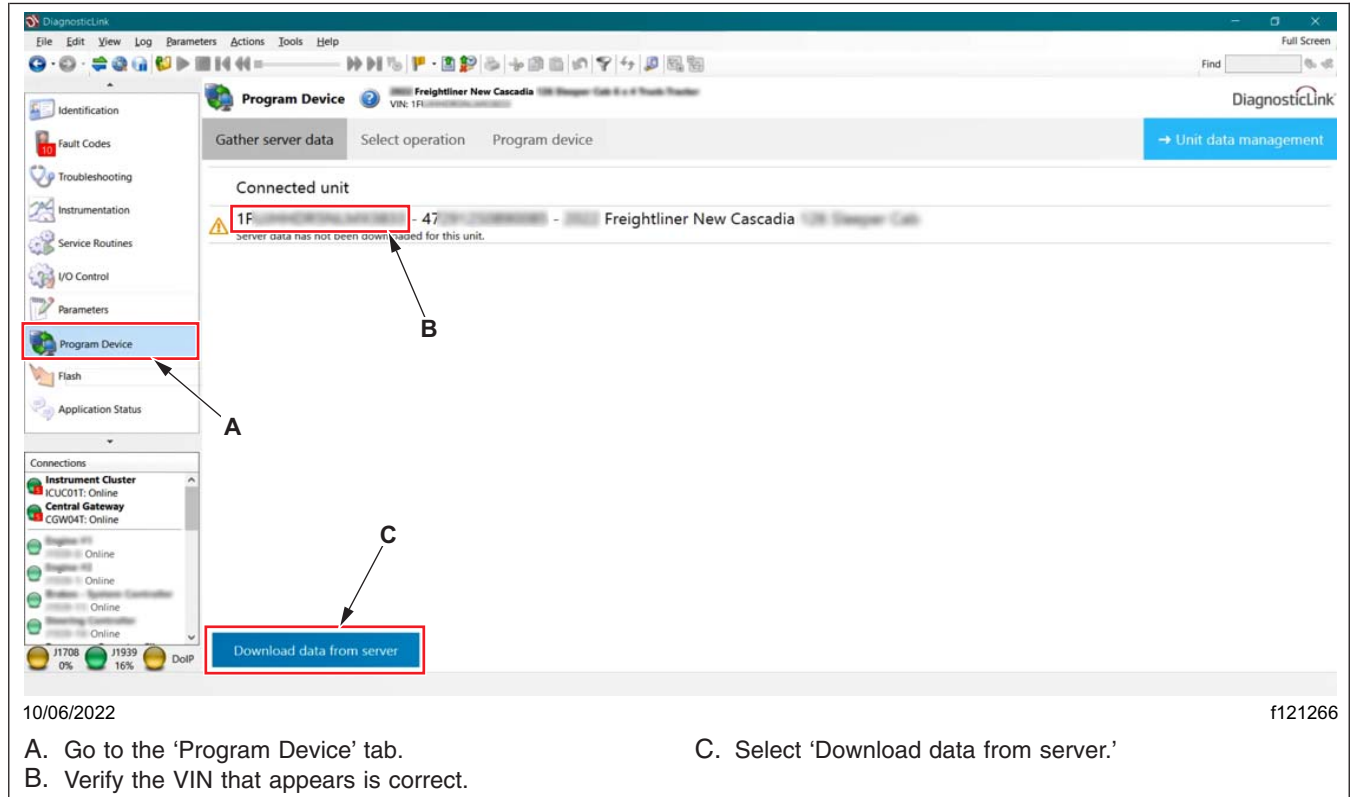


Fig. 2, Downloading the Data from the Server

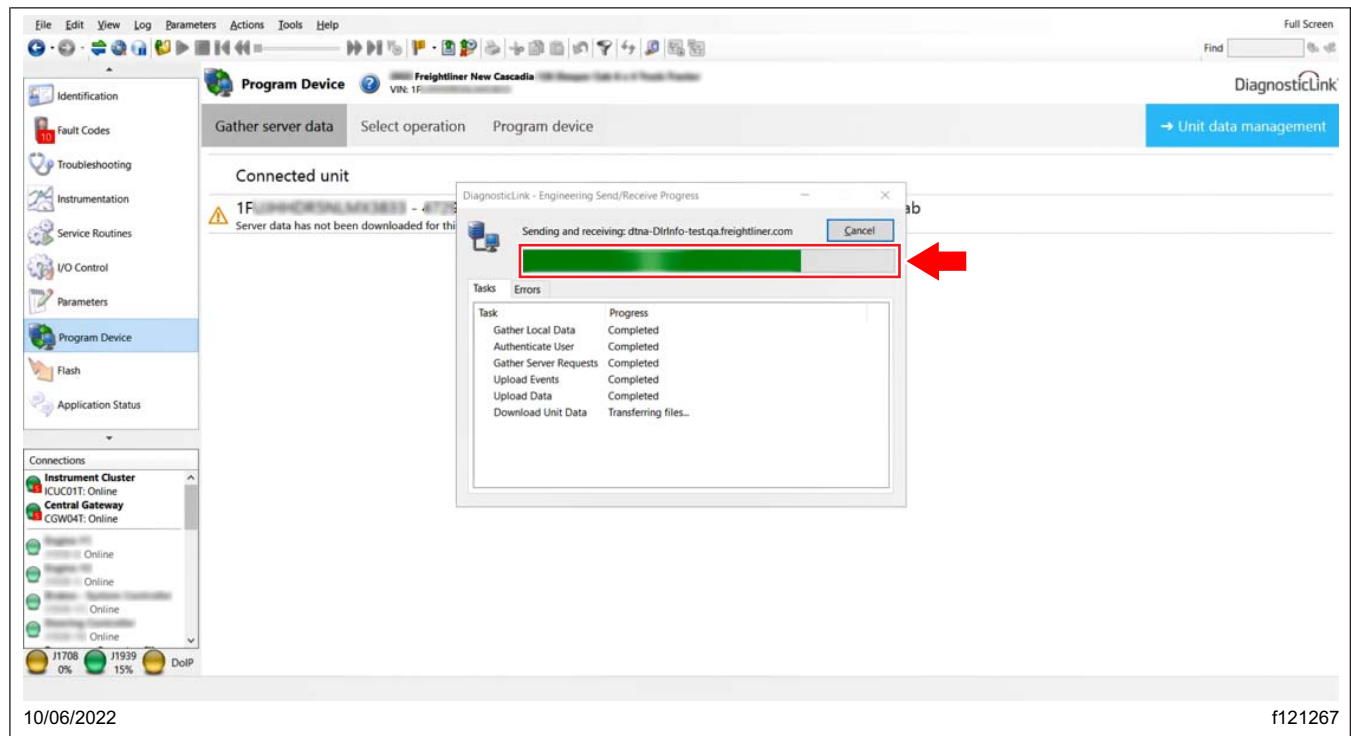


Fig. 3, Data Being Downloaded from the Server

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9. Once the latest data is retrieved, select 'Next.' See [Fig. 4](#).

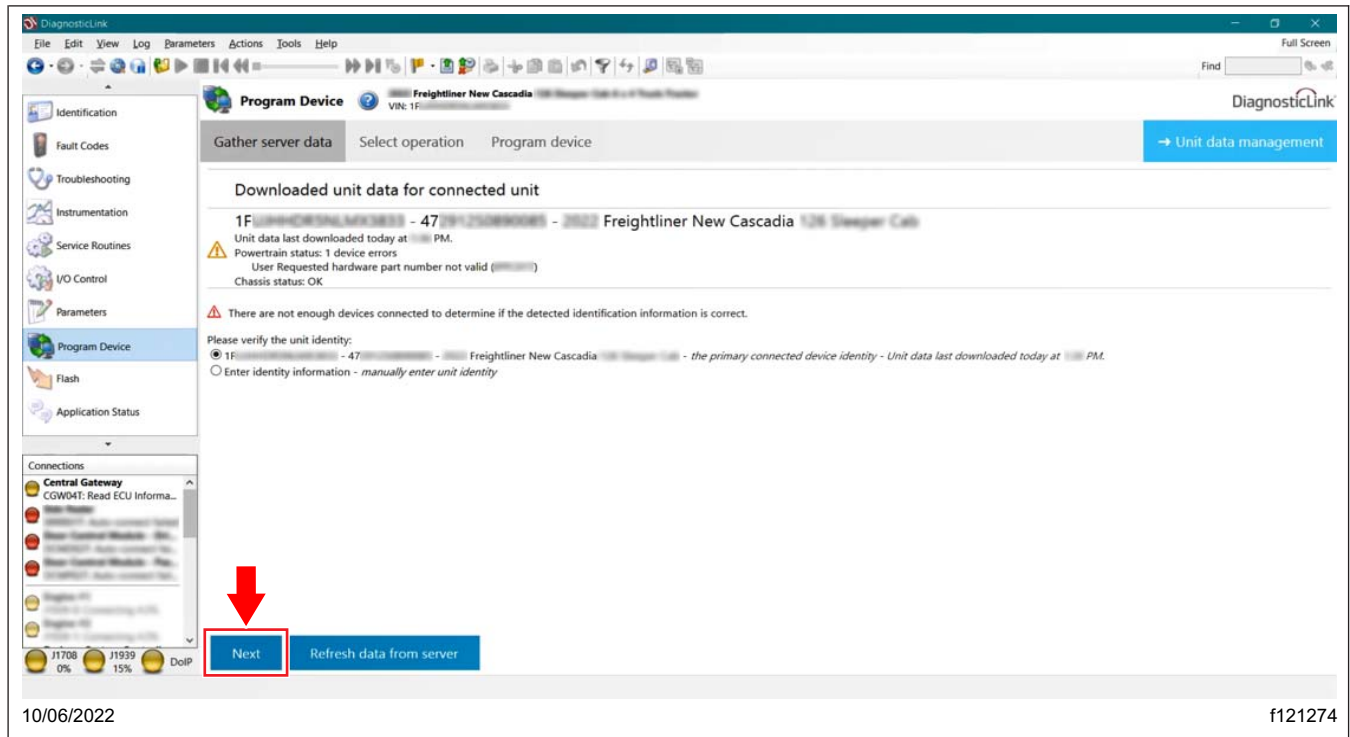


Fig. 4, Latest Data Retrieved

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10. Follow the substeps to flash the CGW04T. See [Fig. 5](#).
 - 10.1 Select 'CGW04T - Central Gateway - OK' as the device to program.
 - 10.2 Select 'Newest - DiagnosticLink upload configuration - MM/DD/YYYY HH:MM:SS AM - OK' as the configuration to apply to the device.
 - 10.3 Select 'Next.'

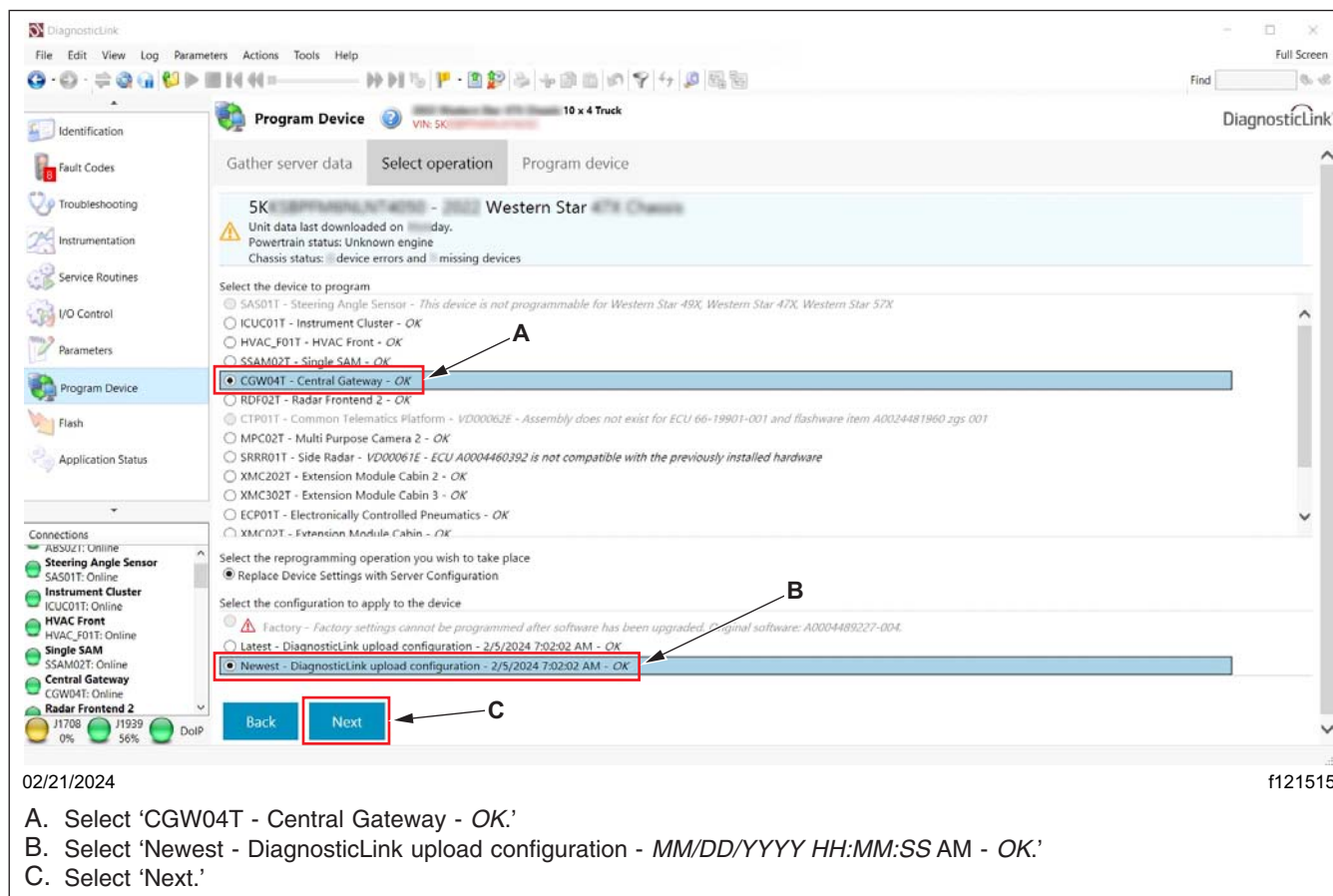


Fig. 5, Selecting the Device Configuration

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10.4 Select 'Start' to start flashing the CGW04T. See [Fig. 6](#).

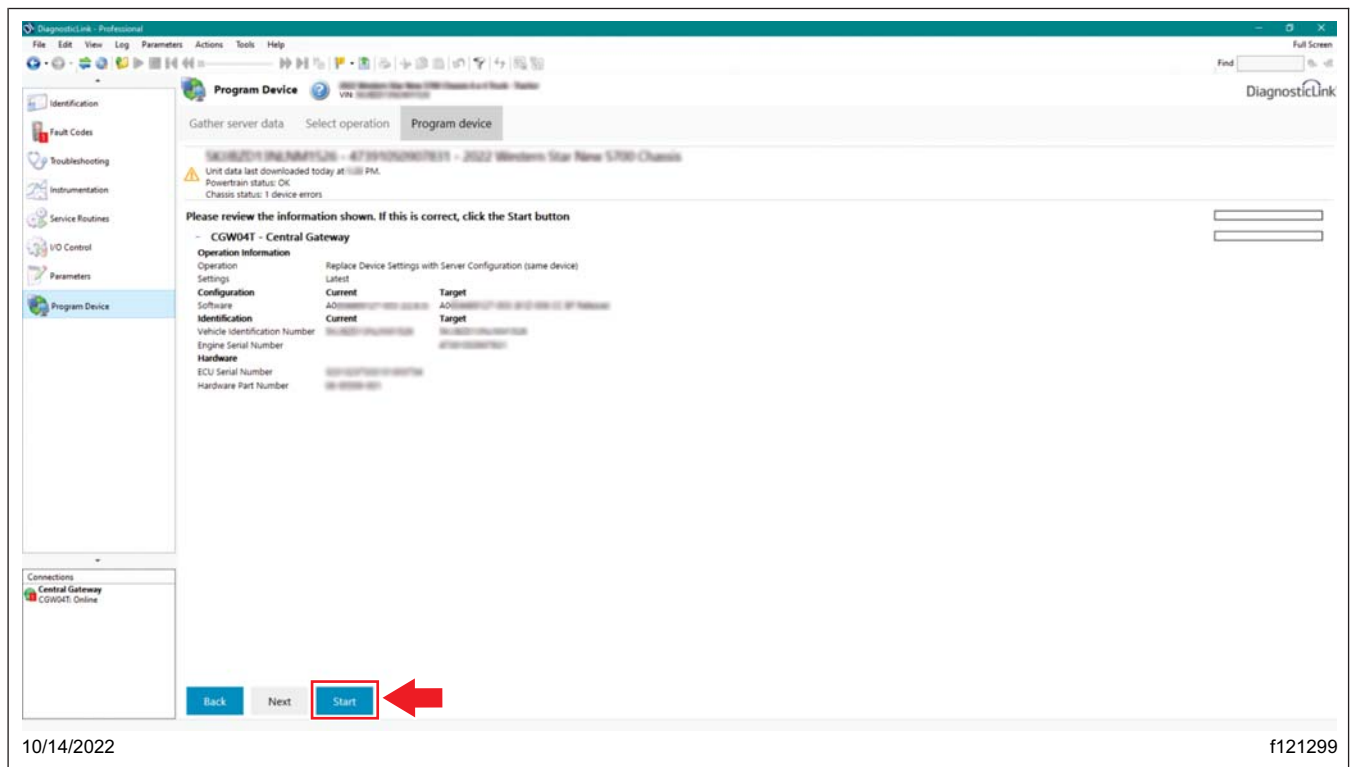
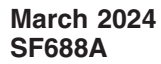


Fig. 6, Starting to Flash CGW04T

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11. Select 'Unit data management' in the upper-right corner. See Fig. 8.

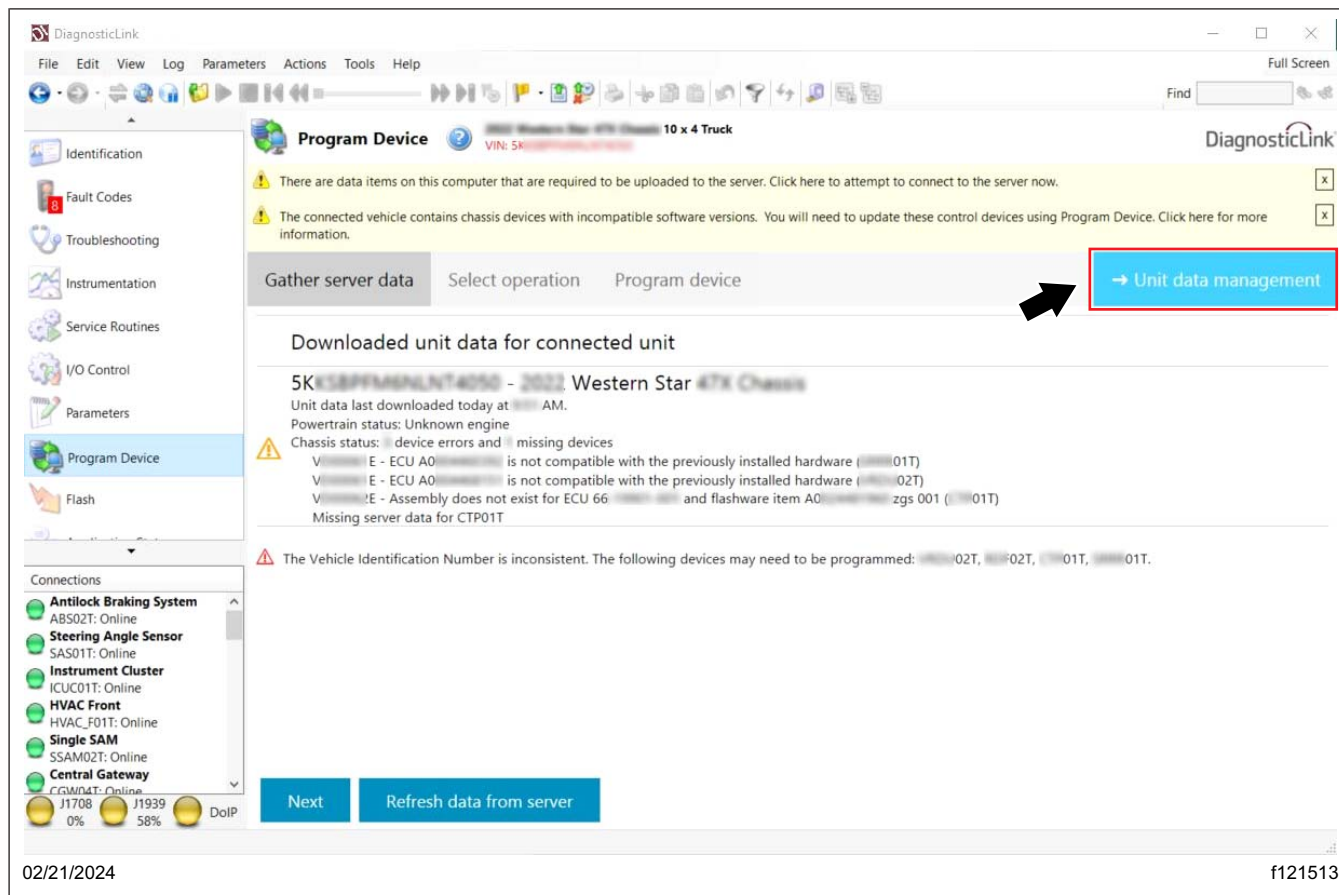


Fig. 8, Selecting Unit Data Management

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12. The unit data available for upload is visible under the 'Unit data for upload' panel. Select 'Connect to server' to upload the data. See [Fig. 9](#).

DiagnosticLink

File Edit View Log Parameters Actions Tools Help

Full Screen

Find

Program Device 10 x 4 Truck VIN: 5K15BFFM6NLT4050

There are data items on this computer that are required to be uploaded to the server. Click here to attempt to connect to the server now.

The connected vehicle contains chassis devices with incompatible software versions. You will need to update these control devices using Program Device. Click here for more information.

Unit Software Datasets Diagnostic descriptions

→ Connected unit

Downloaded unit data

5K15BFFM6NLT4050 - 2022 Western Star 47X Chassis

Unit data last downloaded today at 11:00 AM.
Powertrain status: Unknown engine
Chassis status: device errors and missing devices

Unit data for upload

5K15BFFM6NLT4050 - UNKNOWN - 2022 Western Star 47X Chassis

Data for upload last updated today at 11:00 AM.
Chassis status: data for upload for CGW04T.

Connections

- Antilock Braking System
- ABS02T: Online
- Steering Angle Sensor
- SAS01T: Online
- Instrument Cluster
- ICUC01T: Online
- HVAC Front
- HVAC_F01T: Online
- Single SAM
- SSAM02T: Online
- Central Gateway
- CGW04T: Online
- J1708 0%
- J1939 56%
- DoIP

Add request Refresh All Remove All Connect to server

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A. Make sure the unit data available for upload is visible here.

B. Select 'Connect to server' to upload the data.

Fig. 9, Uploading the Unit Data to the Server

13. Once the data is uploaded to the server, disconnect the vehicle from DiagnosticLink.
14. Turn the ignition key to the OFF position.
15. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF688 (Form WAR261), indicating this work has been completed.