

June 2024  
SF700 A

## Subject: Hadley (Link) Smart Valve

**Models Affected: Specific model years 2024-2025 Freightliner Cascadia; and Western Star 57X vehicles manufactured October 27, 2023, through May 7, 2024.**

### 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 SF700 A to modify the vehicles mentioned above.

Specific vehicles equipped with a Hadley Smart Valve (HSV) could dump the rear suspension air when the ignition switch is turned on.

A parameter will be updated to resolve the issue.

There are approximately 910 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

No replacement parts are required

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF700, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL.

**Table 1** - Replacement Parts for SF700

Campaign Number	Part Number	Part Description	Qty.
SF700 A	WAR261	BLANK COMPLETION STICKER	1 ea

**Table 1**

### Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

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## Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF700 A	Update the HSV parameter	0.4	996-F185A	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 (**SF700 A**).
- In the Primary Failed Part field, enter **25-SF700-000**.
- 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 June 30, 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. 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: return kits to your facing PDC. Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via the Warranty Support Center (WSC) 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: Hadley (Link) Smart Valve

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 SF700 to modify specific model years 2024-2025 Freightliner Cascadia; and Western Star 57X vehicles manufactured October 27, 2023, through May 7, 2024.

Specific vehicles equipped with a Hadley Smart Valve (HSV) could dump the rear suspension air when the ignition switch is turned on.

A parameter will be updated to resolve the issue.

Please contact an authorized DTNA dealer to arrange to have the campaign performed. The campaign will take approximately one half hour and will be performed **free of charge**. 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 June 30, 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, 7 a.m. to 4 p.m. Pacific Time, M-F, e-mail address: [dtna-war-campaigns@daimlertruck.com](mailto:dtna-war-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

### Subject: Hadley (Link) Smart Valve

**Models Affected: Specific model years 2024-2025 Freightliner Cascadia; and Western Star 57X vehicles manufactured October 27, 2023, through May 7, 2024.**

### Hadley Smart Valve Programming Update

1. Check the base label (Form WAR259) for a completion sticker for SF700 (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 (8.20 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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- 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. 1](#).

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A. Go to the 'Program Device' tab. C. Select 'Download data from server.'  
B. Verify the VIN.

**Fig. 1, Downloading Data from the Server**

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8. After the server data download is complete, go to the 'Parameters' tab.

IMPORTANT: It is possible that all the parameter sub-folders within the 'XMC02T' folder are grayed out after downloading the unit data, and a banner that reads the following is displayed, as shown in **Fig. 2**.

*"Parameters for [ECUs, including XMC02T] cannot be edited because the device does not match the software or hardware part number contained in the Last Serviced data. Click here to open the Program Device view to reprogram these devices before attempting to make parameter changes."*

- This typically occurs on a new vehicle with no service record uploaded to the server. Even though the banner suggests reprogramming the listed ECUs, this is not usually necessary.
- To remedy the situation, allow the parameters to finish reading when the 'Parameters' tab is selected, then go to the 'Program Device' tab, and there should be unit data to upload. Select 'Connect to Server' to upload the data to the server, then return to the 'Parameters' tab. At this point, the XMC02T parameters should no longer be grayed out.
- If the parameter sub-folders within the 'XMC02T' folder still continue to be grayed out, programming the XMC02T to the 'Newest' configuration will be necessary to remedy the situation.

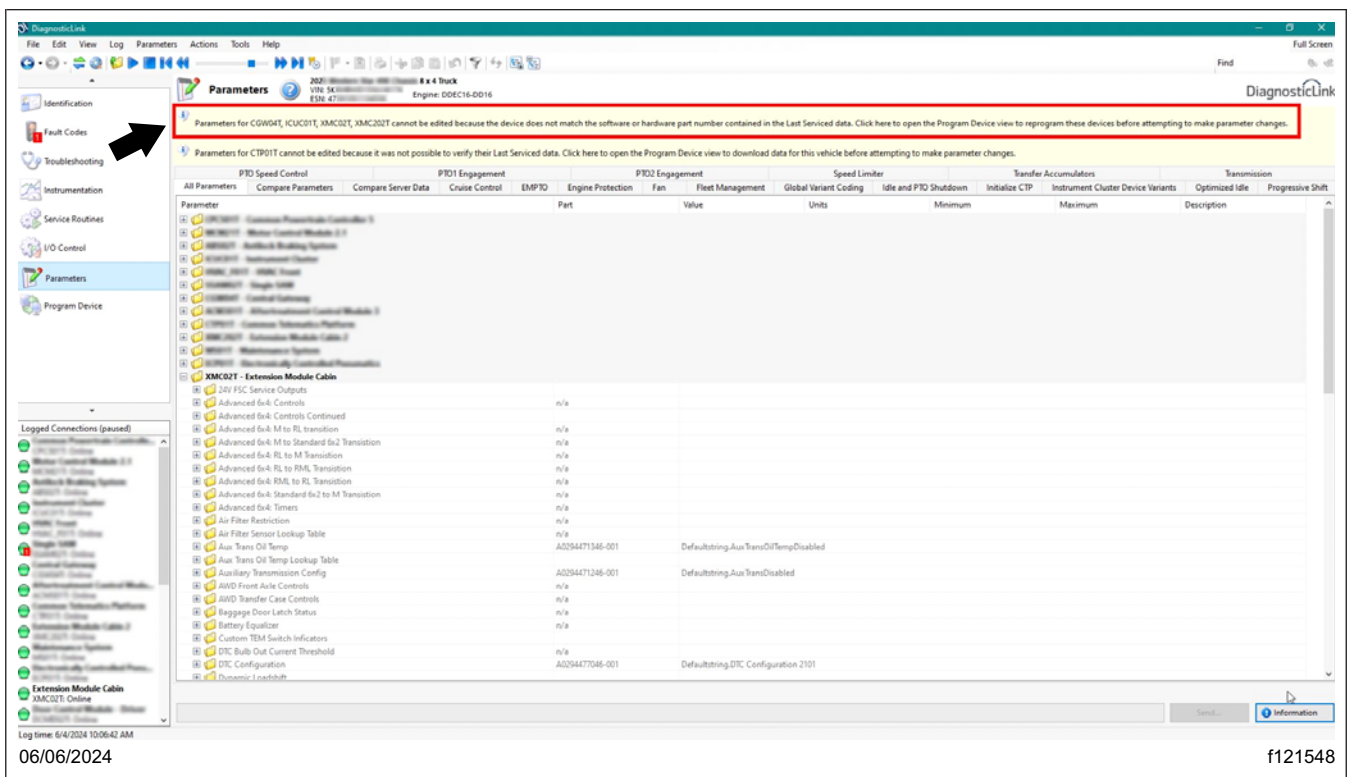
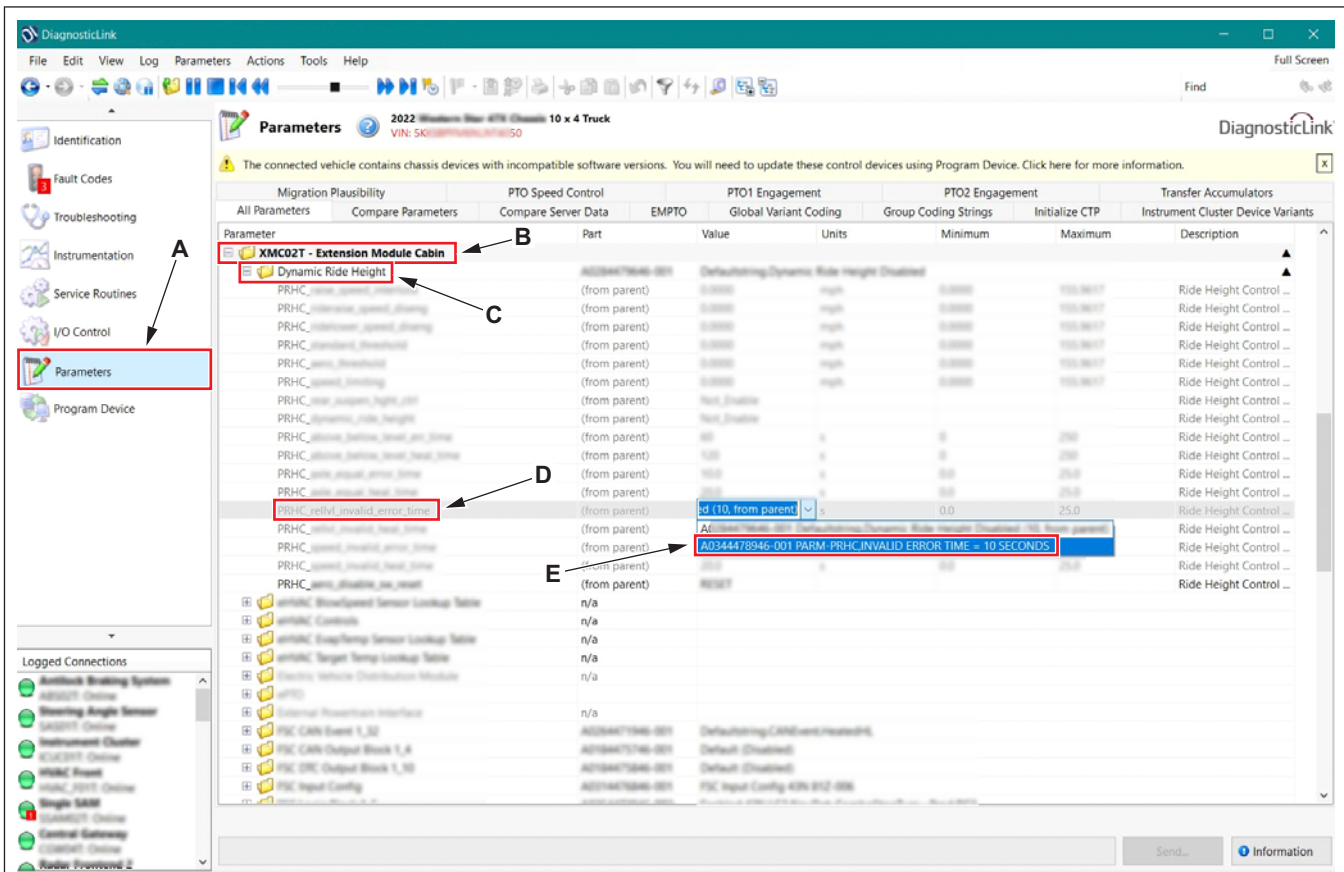


Fig. 2, XMC02T Parameters Grayed Out

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9. Select and expand the 'XMC02T – Extension Module Cabin' folder, as shown in Fig. 3.
10. Select and expand the 'Dynamic Ride Height' sub-folder. See Fig. 3.
11. Select the 'PRHC\_rellvl\_invalid\_error\_time' parameter and set the parameter value to 'A0344478946-001 PARM-PRHC,INVALID ERROR TIME = 10 SECONDS.' See Fig. 3.



Log time: 4/24/2024 8:11:11 AM  
06/13/2024 f121549

- A. Go to the 'Parameters' tab.
- B. Select and expand the 'XMC02T – Extension Module Cabin' folder.
- C. Select and expand the 'Dynamic Ride Height' sub-folder.
- D. Select the 'PRHC\_rellvl\_invalid\_error\_time' parameter.
- E. Set the parameter value to 'A0344478946-001 PARM-PRHC,INVALID ERROR TIME = 10 SECONDS.'

**Fig. 3, Setting the PRHC\_rellvl\_invalid\_error\_time Parameter Value**

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NOTE: If the 'PRHC\_rellvl\_invalid\_error\_time' parameter is already set to the correct value, disconnect the vehicle from DiagnosticLink, and proceed to step 16.

12. Select the 'Send' button to write the parameter changes to the XMC02T ECU in the vehicle. A window opens asking to confirm the parameter changes. Select 'OK.' See Fig. 4.

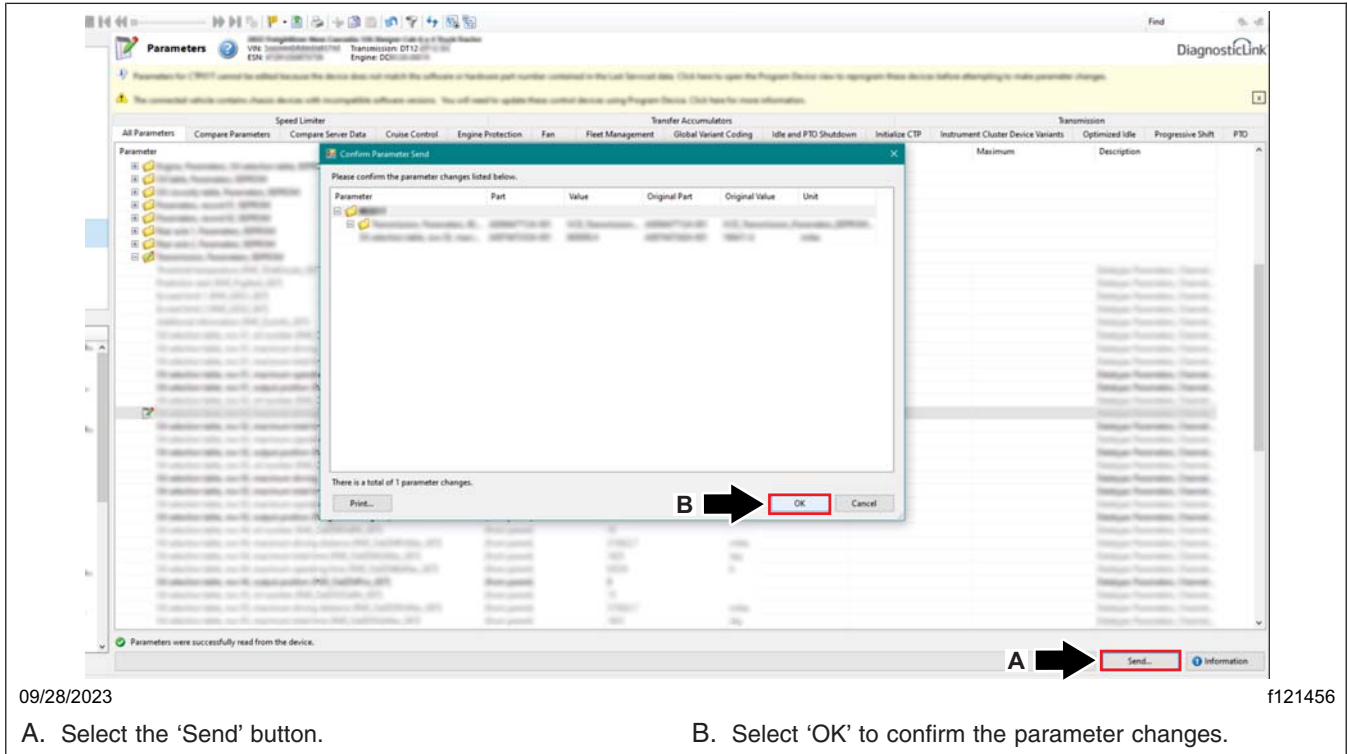


Fig. 4, Writing the Parameter Changes to the Vehicle

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13. Once the parameter change is complete, go to the 'Program Device' tab. Select 'Unit data management' in the upper-right corner. See Fig. 5.

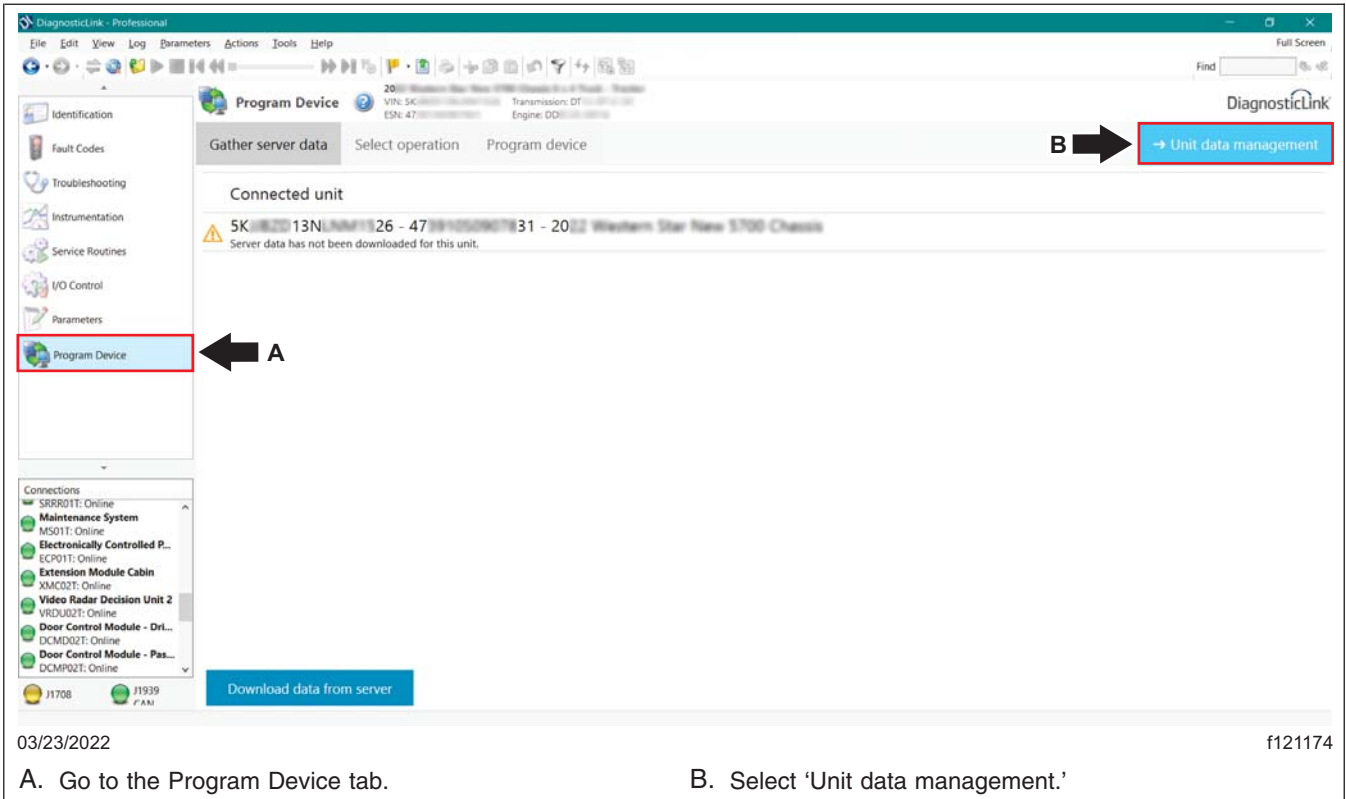


Fig. 5, Selecting Unit Data Management

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- The information corresponding to the VIN should appear under the 'Unit data for upload.' Select 'Connect to server' to upload the new parameters. See Fig. 6.

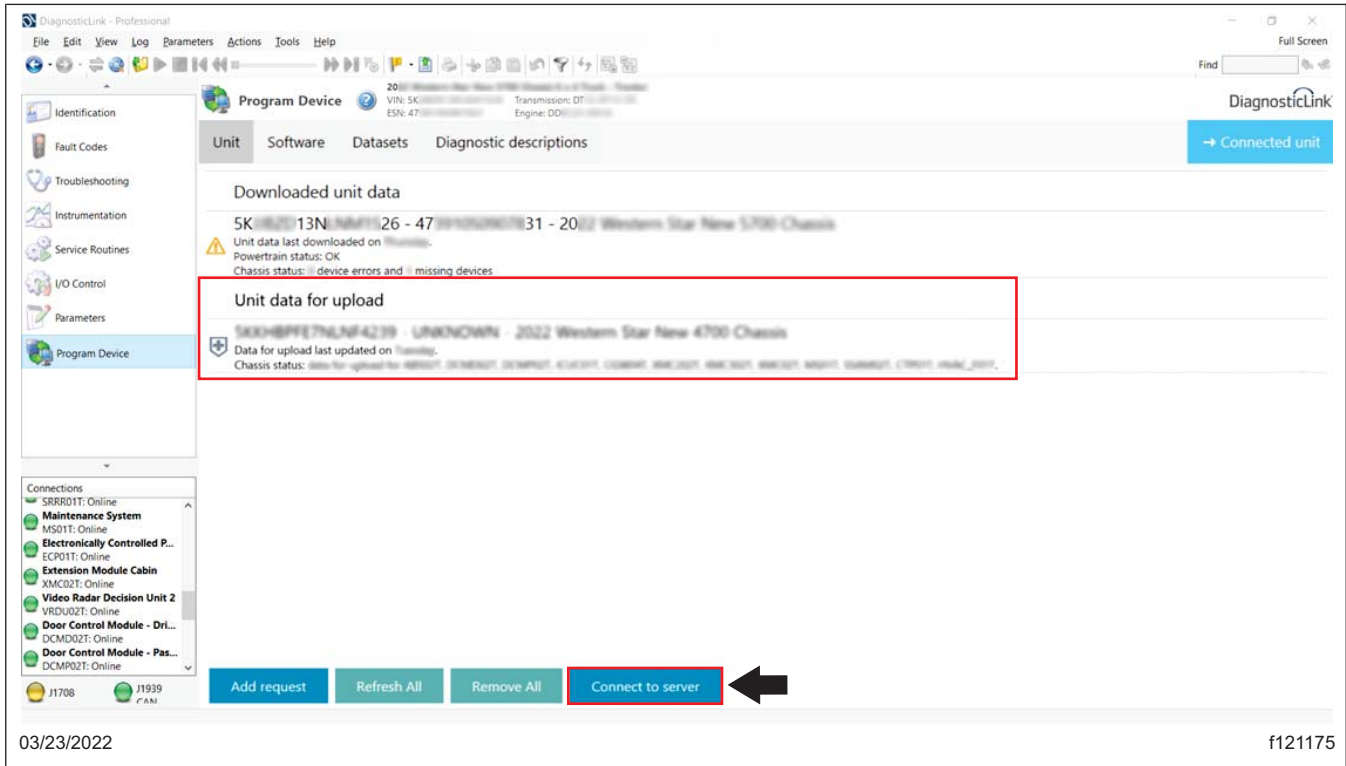


Fig. 6, Uploading the New Parameters to the Server

- Once the parameter updates are uploaded to the server, disconnect the vehicle from DiagnosticLink.
- Turn the ignition key to the OFF position.
- Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF700 (Form WAR261), indicating this work has been completed.