

September 2024
SF692 A

Subject: VIN Certification Labels

Models Affected: Specific 2023-2024 Freightliner eCascadia and Western Star 4900, and 6900 vehicles, manufactured February 17, 2023, through July 12, 2023.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF692 to modify the vehicles mentioned above.

The affected vehicles may have incorrect VIN labels due to a model year change.

The incorrect VIN label will be removed and replaced with correct VIN labels.

There are approximately 35 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

IMPORTANT: No parts required. The certification labels should be ordered before the vehicle arrives to allow time for the labels to ship. Please refer to the work instruction to order Certification Labels.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF692, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL.

Table 1 - Replacement Parts for SF692

Campaign Number	Part Type	Part Number	Part Description	Qty.
SF692 A	OTHER	24-01810-001	CERTIFICATION LABEL	1 ea
		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
SF692 A	Remove and Replace VIN Labels	0.4	996-F222A	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 (**SF692-A**).
- In the Primary Failed Part field, enter **25-SF692-000**.
- 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 September 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: VIN Certification Labels

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Truck Division, and its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF692 to modify specific 2023-2024 Freightliner eCascadia and Western Star 4900, and 6900 vehicles, manufactured February 17, 2023, through July 12, 2023.

The affected vehicles may have incorrect VIN labels due to a model year change.

The incorrect VIN label will be removed and replaced with correct VIN labels.

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 one-half 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 September 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, 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: VIN Certification Labels

Models Affected: Specific 2023-2024 Freightliner eCascadia and Western Star 4900, and 6900 vehicles, manufactured February 17, 2023, through July 12, 2023.

Ordering the Certification Labels

IMPORTANT: The certification labels should be ordered before the vehicle arrives to allow time for the labels to ship.

NOTE: Use the DTNA Portal credentials to login, if prompted.

1. Fill out all the necessary information in the form available at <https://dtnacontent-dtna.prd.freightliner.com/content/dtna-portal/en/sales/Forms/request-for-replacement-vehicle-form.html>. See Fig. 1.
2. Once completed, select 'Review,' then select 'Submit.'

Request for Replacement Vehicle Documentation

HOME > REQUEST FOR REPLACEMENT VEHICLE DOCUMENTATION

Important: This Certification Label request only supports [Freightliner](#), [FCCC](#), [Western Star](#) and [Sterling](#) products. All other products need to be referred to the specific manufacturer.

To request a certification label or incomplete vehicle label please complete the below information in this form. When completed, click Review, then Submit.

All certification labels will be shipped 2nd day air from DTNA Print Center. Price of the shipping will be included in the \$50 fee.

A fee of \$20 will be applied to certification labels shipped Next Day Air.

If you have questions on your order, please contact the Document Services Distribution/Publications Team at dtna-pubs@daimlertruck.com.

Select which you need:*

Certification Label Request - \$50 fee

Incomplete Vehicle Label - \$50 fee

Vehicle VIN (all 17 characters are required) *

Please ensure that you provide a VIN.

Dealer Information

IMPORTANT: Address provided MUST be that of the DEALERSHIP/AUTHORIZED REPAIR LOCATION, NOT that of the Customer.

Company Code * Company Name *

Contact Name * Address 1 *

Phone * Address 2

Email * City *

Country * Please select a Country

Owner's Warranty information booklets

To request an Owner's Warranty Information booklet, please submit a [Warranty Support Center](#) ticket. Thank you.

How To Obtain a GVWR Label

DTNA does not provide GVWR certification labels for modified vehicles. For assistance in obtaining a GVWR certification label for a vehicle that has had the GVWR changed or modified, contact the National Truck Equipment Association (NTEA) in the U.S.; in Canada, contact the Canadian Transportation Equipment Association (CTEA). See information below.

USA - National Truck Equipment Association (NTEA)

- Phone: (800) 441-6832
- Email: info@ntea.com

Canada - Canadian Transportation Equipment Association (CTEA)

- Phone: (519) 631-0414
- Email: transportation@ctea.on.ca

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Fig. 1, Replacement Vehicle Documentation Request Form

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Installation of the Certification Labels

1. Check the base label (Form WAR259) for a completion sticker for SF692 (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, place the vehicle in neutral, shut down the vehicle, and set the parking brake. Chock the tires.
3. Open both the driver-side and passenger-side doors.
4. Inspect the vehicle identification number (VIN) stamped on the frame, shown in **Fig. 2**, and verify that it matches the VIN printed on the labels.

Does the VIN stamped on the vehicle match the VIN on the labels?

YES → No further action is required.

NO → Continue with step 5.



Fig. 2, Location of the VIN Stamped on the Left-Hand Frame Rail

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5. Locate all the labels that include a VIN that does not match the VIN of the vehicle being repaired. The label locations are shown in [Fig. 3](#), [Fig. 4](#), [Fig. 5](#), and [Fig. 6](#).



Fig. 3, Left-Hand Cab Labels



Fig. 4, Right-Hand Cab Labels

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Fig. 5, Left-Hand Door Label



Fig. 6, Right-Hand Door Label

6. Use a heat gun on a low temperature setting to remove the incorrect labels from the vehicle surface.
7. Clean any remaining glue residue, which remains after the labels are removed, off of the paint.
8. Install the new labels in the correct orientation at the correct locations.
9. Install the overlays on the new labels.

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Verification of the Electronic Control Units (ECUs) for the Correct Vehicle Identification Number (VIN)

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 (8.20 at the time of publication, or newer) before programming the vehicle.

4. Use the DTNA Portal credentials to connect DiagnosticLink to the server.
5. From the menu bar, select 'File,' then go to 'Connect.' In the 'Manual Connection' window that appears, select all the ECUs possible, then select 'Connect.' See [Fig. 7](#).

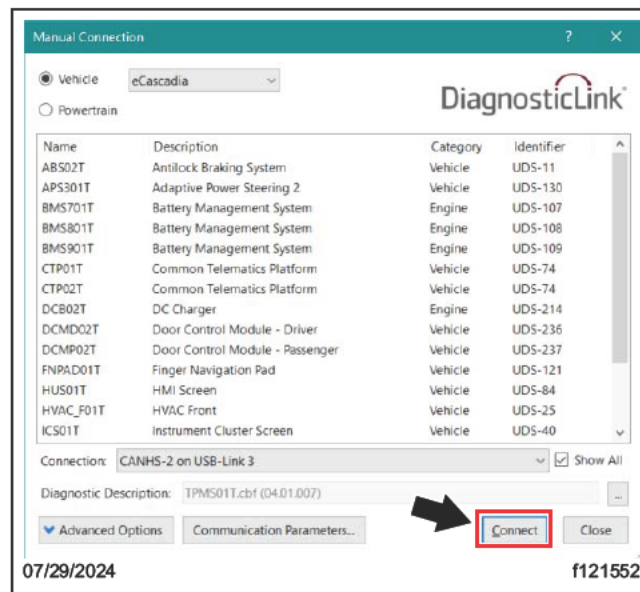


Fig. 7, Manual Connection Window

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- Go to the 'Identification' tab, and expand the 'ECPC01T - Electric Common Powertrain Controller' panel. Verify the VIN programmed to the device. See [Fig. 8](#).
- Expand the 'CGW04T - Central Gateway' panel, and verify the VIN programmed to the device. See [Fig. 8](#).

The screenshot shows the DiagnosticLink interface for a 2024 Freightliner Electric M2 106 4 x 2 Truck. The 'Identification' tab is selected. The left sidebar contains navigation options: Identification, Fault Codes, Troubleshooting, Instrumentation, Service Routines, I/O Control, Parameters, and Program Device. The main area displays data for two UDS components: UDS-0 (ECPC01T - Electric Common Powertrain Controller) and UDS-37 (CGW04T - Central Gateway). Both components show 'Device Configuration' (Running in Application) and 'Device Information'. The 'Vehicle Identification' section for both components shows the VIN as 1F...22. Labels A-E indicate the following steps: A points to the 'Identification' tab; B points to the 'ECPC01T - Electric Common Powertrain Controller' panel; C points to the VIN field in the ECPC01T 'Vehicle Identification' section; D points to the 'CGW04T - Central Gateway' panel; E points to the VIN field in the CGW04T 'Vehicle Identification' section.

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- Go to the 'Identification' tab.
- Expand the 'ECPC01T - Electric Common Powertrain Controller' panel.
- Verify the VIN programmed to the ECPC01T.
- Expand the 'CGW04T - Central Gateway' panel.
- Verify the VIN programmed to the CGW04T.

Fig. 8, Verifying the VINs

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8. From the menu bar, select 'Actions,' then go to 'Set Vehicle Identification Number.' See [Fig. 9](#).

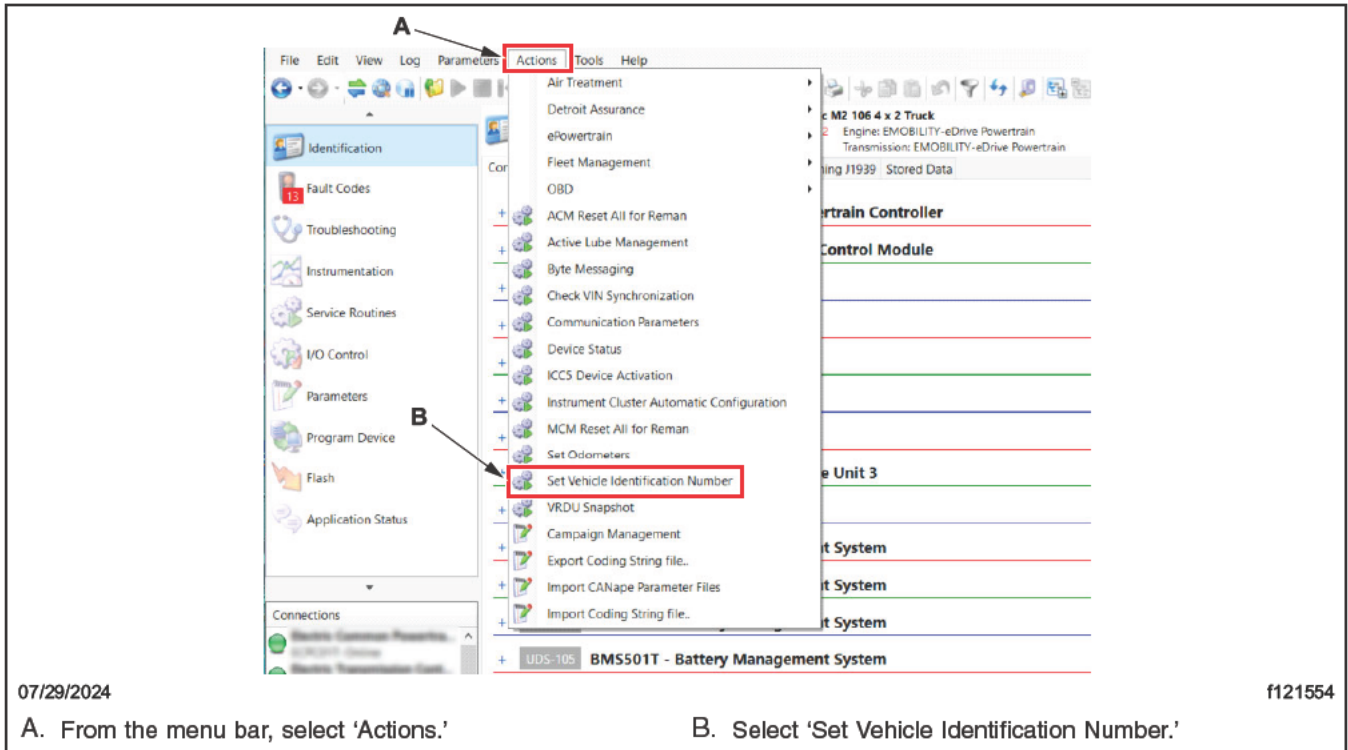


Fig. 9, Launching the Set Vehicle Identification Number Panel

9. In the designated field, enter the VIN advised in the campaign, as shown in [Fig. 10](#).

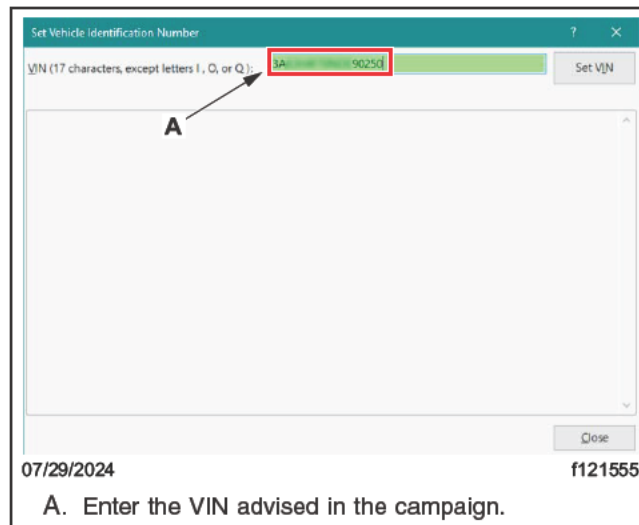


Fig. 10, Entering the VIN

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10. Allow the procedure to run. Verify the VINs in the ECUs have been changed. See [Fig. 11](#).

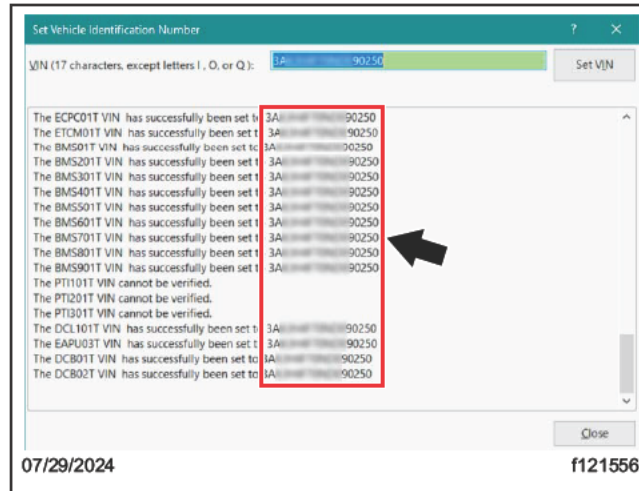


Fig. 11, Verifying the VINs are Changed

11. Disconnect the vehicle from DiagnosticLink.
12. Turn the ignition key to the OFF position.
13. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF692 (Form WAR261), indicating this work has been completed.