

October 2024  
SF701 AB

## Subject: Crew Cab Rear Door Locks

**Models Affected: Specific model years 2023-2025 Freightliner Business class M2, 108SD, and 114SD vehicles, manufactured October 27, 2022, through June 25, 2024.**

### General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF701 to modify the vehicles mentioned above.

On affected 4-door crew cab vehicles, the rear door lock switches only unlock/lock their own door.

The vehicle parameters will be updated.

There are approximately 685 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 SF701, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL.

**Table 1** - Replacement Parts for SF701

Campaign Number	Part Number	Part Description	Qty.
SF701 AB	WAR261	BLANK COMPLETION STICKER	1 ea

**Table 1**

### Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF701 AB	Door Lock Parameter Update	0.3	996-F227A	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 (**SF701-A OR SF701-B**).
- In the Primary Failed Part field, enter **25-SF701-000**.
- 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 October 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. 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: Crew Cab Rear Door Locks

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF701AB to modify specific model years 2023-2025 Freightliner Business class M2, 108SD, and 114SD vehicles, manufactured October 27, 2022, through June 25, 2024.

On affected 4-door crew cab vehicles, the rear door lock switches only unlock/lock their own door.

The vehicle parameters will be updated.

Please contact an authorized DTNA dealer to arrange to have the campaign performed. 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](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, 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: Crew Cab Rear Door Locks

**Models Affected: Specific model years 2023-2025 Freightliner Business class M2, 108SD, and 114SD vehicles, manufactured October 27, 2022, through June 25, 2024.**

### Crew Cab Door Lock Programming Update

1. Check the base label (Form WAR259) for a completion sticker for SF701 (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.

The screenshot shows the DiagnosticLink software interface. The 'Program Device' tab is selected in the left-hand menu (indicated by arrow A). The main content area displays the 'Connected unit' section, which includes a warning icon and the VIN: 5K...13N...126-47...E31-20... (indicated by arrow B). Below this, the 'Download data from server' button is highlighted with a red box and arrow C. The interface also shows a 'Connections' list at the bottom left and a date/time stamp '09/28/2023' at the bottom left, and the user ID 'f121445' at the bottom right.

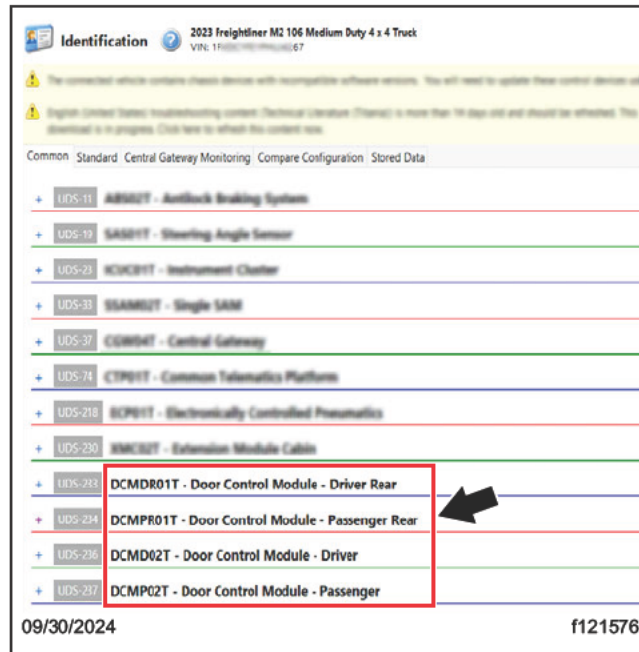
09/28/2023 f121445

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

Fig. 1, Downloading Data from the Server

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- After the server data download is complete, go to the 'Identification' tab, and verify all the four door modules are online, as shown in **Fig. 2**. If any of the door modules do not appear, manually connect to the modules as needed.



**Fig. 2, All Four Door Modules Online**

- Go to the 'Parameters' tab. Select and expand the 'DCMD02T - Door Control Module - Driver' parameter folder.
- Select and expand the 'PS65- REAR CNTRL LCK' parameter sub-folder.

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IMPORTANT: In Fig. 3, the parameter 'A0074477232-002 Enable Rear Central Locking,' when selected will load the parameter 'A0074477232-001 Disable Rear Central Locking.' The parameter ending in '-001' with the description 'Disabled' will work and function as intended enabling the feature.

11. Select the 'PS65' parameter and set the parameter value to 'A0074477232-002 Enable Rear Central Locking,' as shown in Fig. 3. This enables the rear central locking from the driver front door lock switch.

The screenshot shows a hierarchical tree view of parameters. The 'DCMD02T - Door Control Module - Driver' folder is expanded (A). Under it, the 'PS65- REAR CNTRL LCK' folder is expanded (B). The 'PS65' parameter is selected (C). The parameter value is set to 'A0074477232-002 Enable Rear Central Locking' (D). The current value 'ear central locking disable' is shown in a dropdown menu.

09/30/2024 f121577

- A. Select and expand the 'DCMD02T - Door Control Module - Driver' parameter folder.
- B. Select and expand the 'PS65- REAR CNTRL LCK' parameter sub-folder.
- C. Select the 'PS65' parameter.
- D. Set the parameter value to 'A0074477232-002 Enable Rear Central Locking.'

Fig. 3, Setting the DCMD02T Parameter Value

12. Select and expand the 'DCMP02T - Door Control Module - Passenger' parameter folder.
13. Select and expand the 'PS65- REAR CTRL LCK' parameter sub-folder.

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IMPORTANT: In Fig. 4, the parameter 'A0004474419-002 Enable Rear Central Locking,' when selected will load the parameter 'A0004474419-001 Disable Rear Central Locking.' The parameter ending in '-001' with the description 'Disabled' will work and function as intended enabling the feature.

14. Select the 'PS65' parameter sub-folder, and set the parameter value to 'A0004474419-002 Enable Rear Central Locking,' as shown in Fig. 4. This enables the rear central locking from the passenger front door lock switch.

09/30/2024 f121578

- Select and expand the 'DCMP02T - Door Control Module - Passenger' parameter folder.
- Select and expand the 'PS65- REAR CNTRL LCK' parameter sub-folder.
- Select the 'PS65' parameter.
- Set the parameter value to 'A0004474419-002 Enable Rear Central Locking.'

Fig. 4, Setting the DCMP02T Parameter Value

NOTE: For vehicles in SF701-A, continue with step 15. For vehicles in SF701B, skip the steps 15 through 18, and go to step 19.

15. Select and expand the 'DCMDR01T - Door Control Module - Driver Rear' parameter folder.

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16. Select the 'PS65\_REAR CNTRL LCK' parameter sub-folder, and set the parameter value to 'A0074479932-001 DCMDR Central Lock - Enable,' as shown in Fig. 5. This enables central locking from the driver rear door lock switch.

09/30/2024 f121579

A. Select and expand the 'DCMDR01T - Door Control Module - Driver Rear' parameter folder.  
 B. Select the 'PS65\_REAR CNTRL LCK' parameter sub-folder.  
 C. Set the parameter value to 'A0074479932-001 DCMDR Central Lock - Enable.'

Fig. 5, Setting the DCMDR01T Parameter Value

17. Select and expand the 'DCMPR01T - Door Control Module - Passenger Rear' parameter folder.

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18. Select the 'PS65-REAR CNTRL LCK' parameter sub-folder, and set the parameter value to 'A0004476919-001 DCMPR Central Lock - Enable,' as shown in Fig. 6. This enables central locking from the passenger rear door lock switch.

09/30/2024 f121580

- Select and expand the 'DCMPR01T - Door Control Module - Passenger Rear' parameter folder.
- Select the 'PS65-REAR CNTRL LCK' parameter sub-folder.
- Set the parameter value to 'A0004476919-001 DCMPR Central Lock - Enable.'

**Fig. 6, Setting the DCMPR01T Parameter Value**

19. Once all the four door control modules have the parameters verified and/or changed, actuate the driver door lock switch; all the four door locks should unlock and lock.
20. Repeat the previous step on each of the remaining doors; each door lock switch should unlock and lock all four doors.

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21. Select the 'Send' button to write the parameter changes to the door control modules in the vehicle. A window opens asking to confirm the parameter changes. Select 'OK.' See [Fig. 7](#).

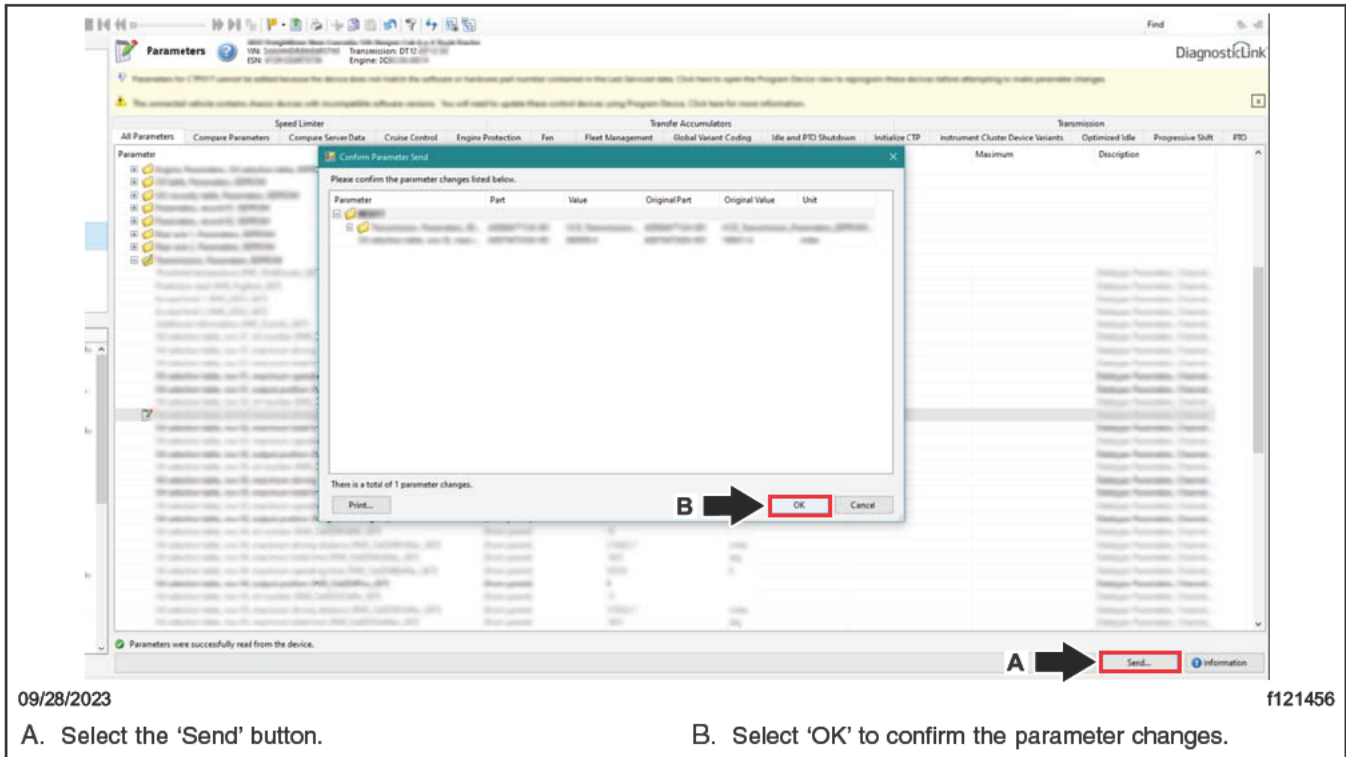
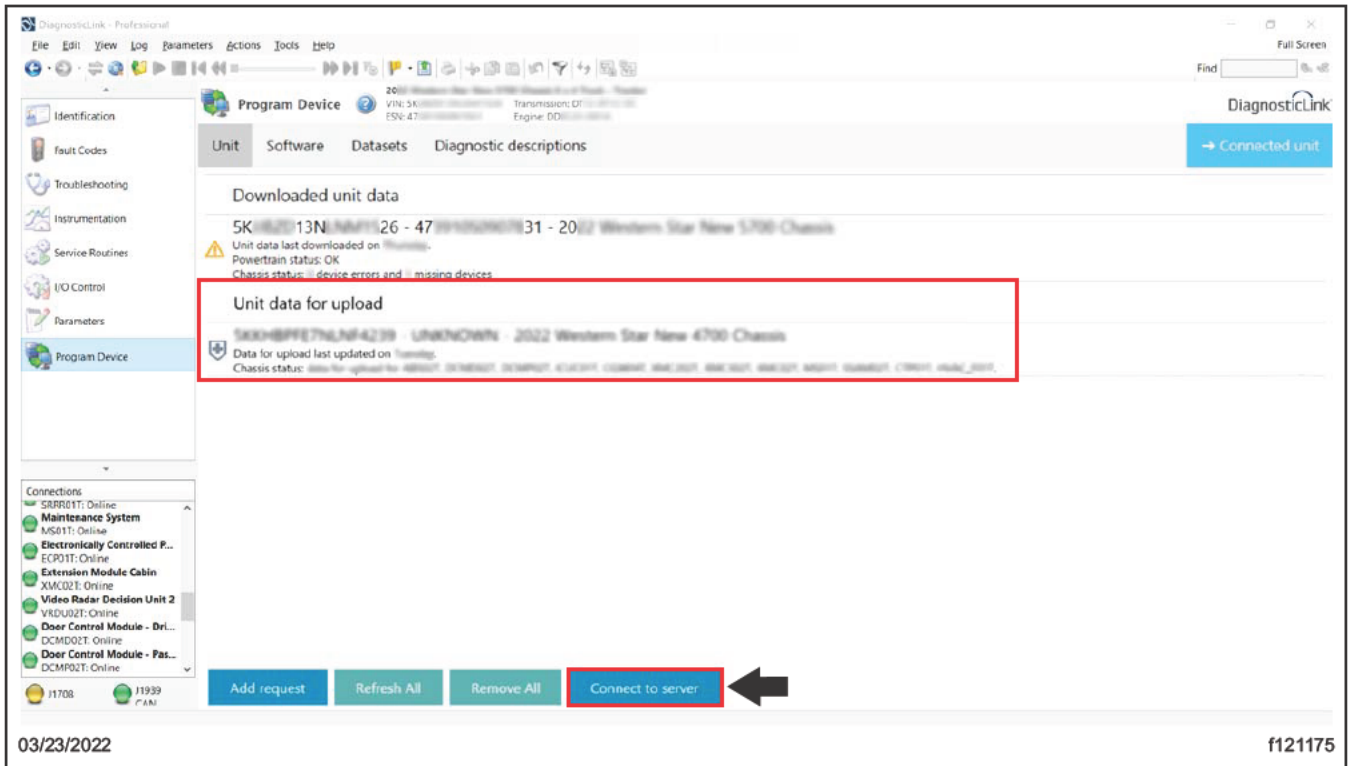


Fig. 7, Writing the Parameter Changes to the Vehicle



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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. 9](#).



**Fig. 9, Uploading the New Parameters to the Server**

- Once the parameter updates are uploaded to the server, disconnect the vehicle from DiagnosticLink.
- Turn the keyswitch to the OFF position.
- Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF701 (Form WAR261), indicating this work has been completed.

