

SF703 A

Creation Date: 11/04/2024

Subject: Cummins Engine with Wired Regen Inhibit Switch

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	M2 106, 108SD, 114SD, Cascadia	2025	2025	Jan 10, 2024	May 21, 2024
Western Star	47X, 49X	2024	2025	Sept 6, 2023	May 23, 2024

General Information

On behalf of the entities listed below, Daimler Truck North America LLC (DTNA), is initiating Field Service Campaign SF703 to modify the affected vehicles.

- Freightliner Trucks Division
- Wholly owned subsidiary Western Star Truck Sales, Inc.

PROBLEM: On vehicles built with a Cummins Engine and a Wired Regen Inhibit Switch, the regen inhibit lamp will not be visible in the driver display when the regen inhibit switch is turned on.

SOLUTION: Software will be updated to address this issue.

There are approximately 667 vehicles involved.

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 SF703, a list of the customers and vehicle identification numbers will be available on DTNA Portal.

No parts are required for this repair.

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IMPORTANT - After Repair is Complete*:

Attach a red completion sticker (WAR261) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

* TBB is exempt from the completion sticker process

Table 1 – Replacement Parts for SF703A

Group	Part Description	Part Number	Qty
All Groups	Blank Completion Sticker	WAR261	1 ea

Table 1 – Replacement Parts for SF703A

Claim Reimbursement - Labor Allowance

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

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.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP, component code, replacement parts, cause, corrective action and SRT code.

Table 2 - Claim Reimbursement Table

Claim Type	Field Service Campaign
Campaign	SF703 A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF703-000

Table 3 – Labor Allowance for SF703-A

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
SF703 A	Update Software	0.5	996-F188A	12-Repair Recall/Campaign

Table 1 – Labor Allowance

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Claims for Credit

- Claim type is Field Service Campaign
- In the Campaign field, enter the campaign number and appropriate condition code (SF703-A).
- In the Primary Failed Part field, enter 25-SF703-000.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will auto-populate if applicable using SRT 939-6010A, for 0.3 hours.
- The VMRS Component Code is F99-999-005 and the Cause Code is A1 - Campaign.
- U.S. and Canada – Reimbursement for Prior Repairs. When a customer asks about reimbursement, please do the following:
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the 'Copy of Owner Letter' section of this bulletin for reimbursement guidelines.)
 - Submit an OWL Campaign Pre-Approval Request for a decision.
 - Include the approved amount on your OWL claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a 'based on claim' for the pre-approval.
 - The Dealer is required to reimburse the customer the appropriate amount.

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

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

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60-day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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Copy of Notice to Owners

Subject: Cummins Engine with Wired Regen Inhibit Switch

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Truck Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF703 to modify specific model years 2024-2025 vehicles, including Freightliner Business Class M2, 108SD, 114SD, and Cascadia; and Western Star 47X and 49X, manufactured September 6, 2023, through May 23, 2024.

On vehicles built with a Cummins Engine and a Wired Regen Inhibit Switch, the regen inhibit lamp will not be visible in the driver display when the regen inhibit switch is turned on.

Software will be updated to address this issue.

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 DaimlerTruckNorthAmerica.com/Contact-us. Scroll down to "Locate a Dealer" and select the appropriate brand.

This Field Service Campaign will terminate on **November 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, Daimler Truck North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Truck North America LLC 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-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: Cummins Engine with Wired Regen Inhibit Switch

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
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Flashing the Central Gateway (CGW04T)

1. Check the base label (Form WAR259) for a completion sticker for SF703 (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.

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.

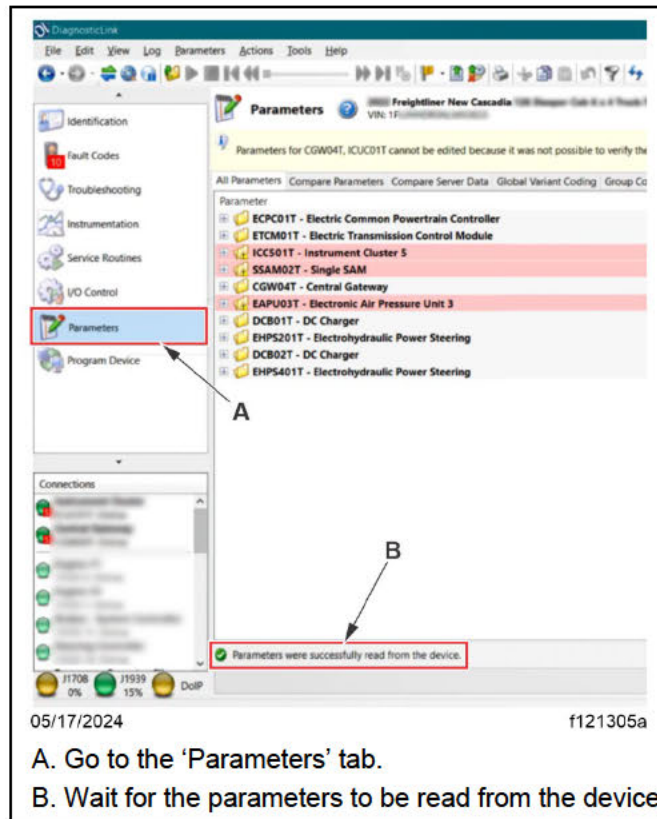


Fig. 1, Reading the ECU Parameters

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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. 2.

DiagnosticLink will document the parameters of the current vehicle on the server, as shown in Fig. 3.

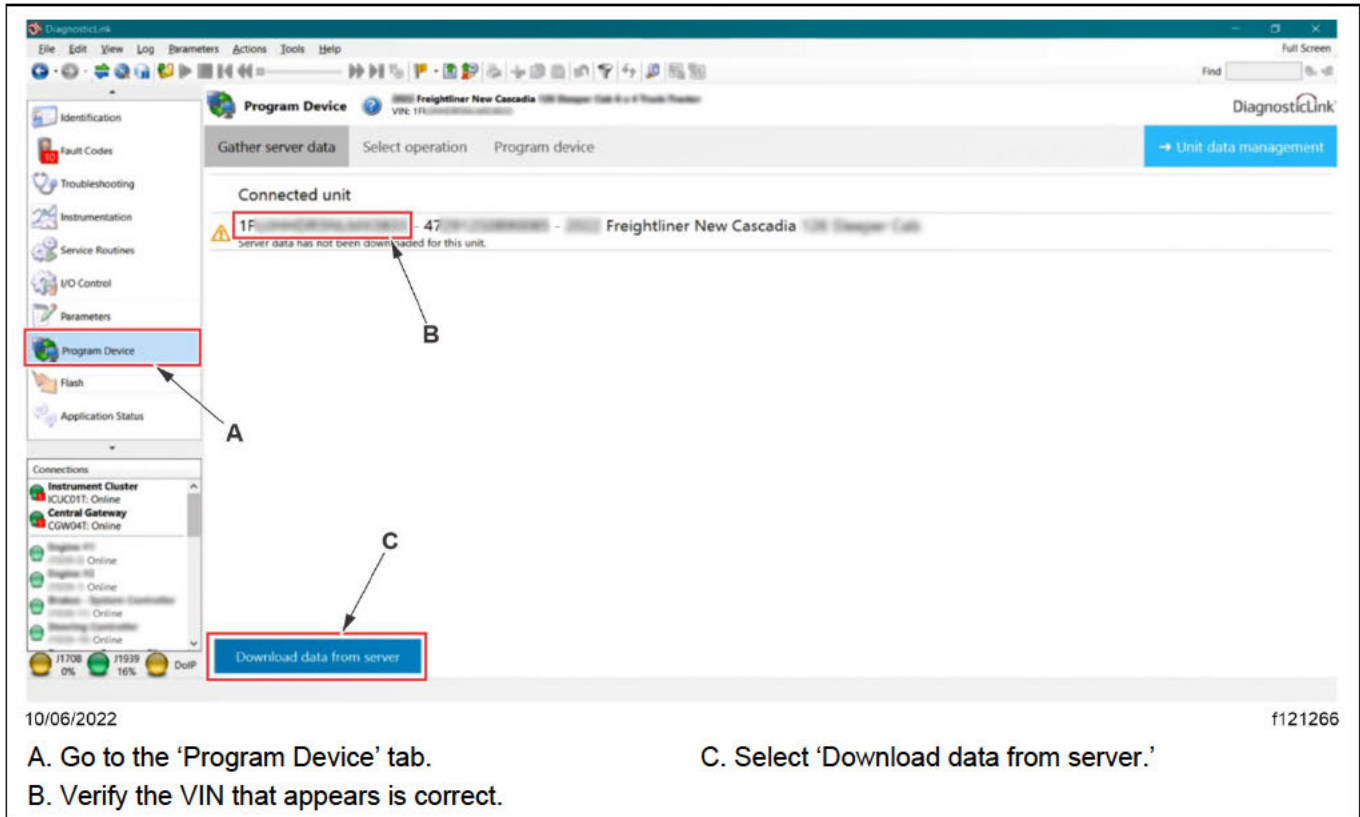


Fig. 2, Downloading the Data from the Server

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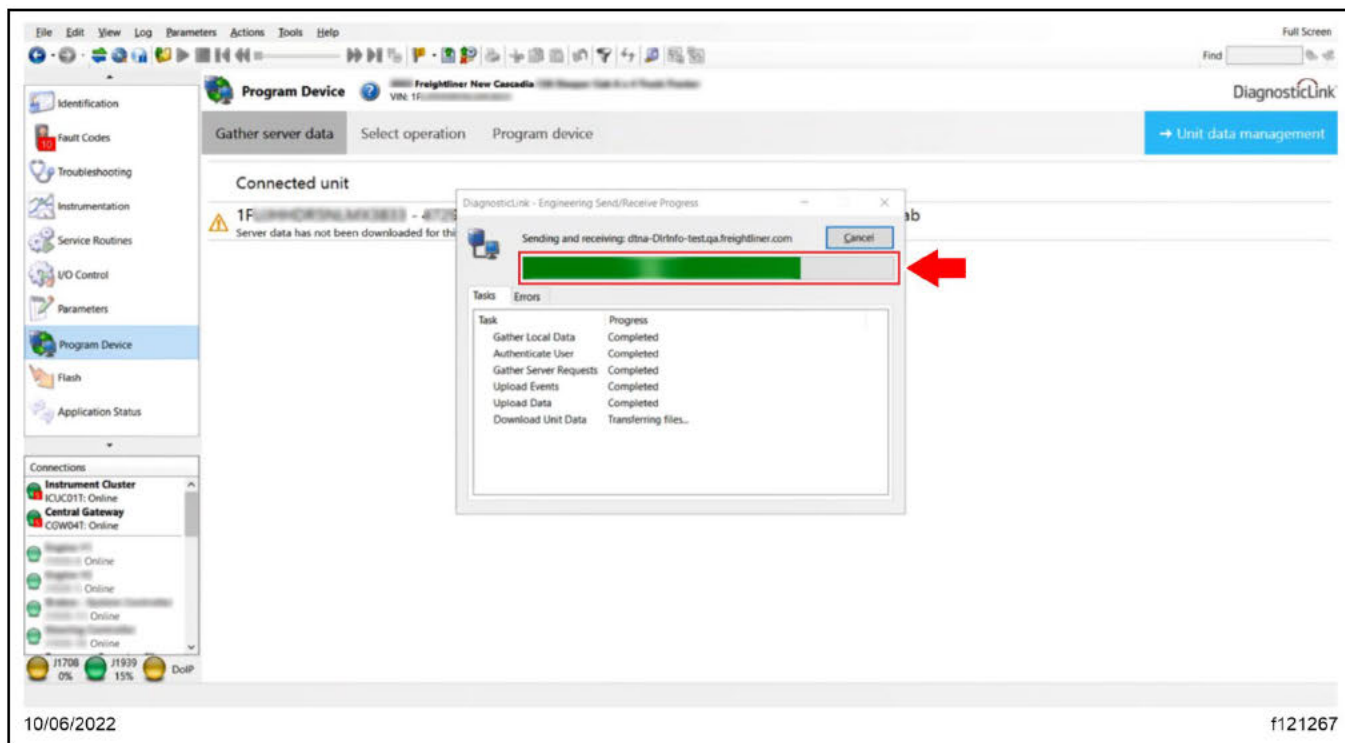


Fig. 3, Data Being Downloaded from the Server

9. Once the latest data is retrieved, select 'Next.' See Fig. 4.

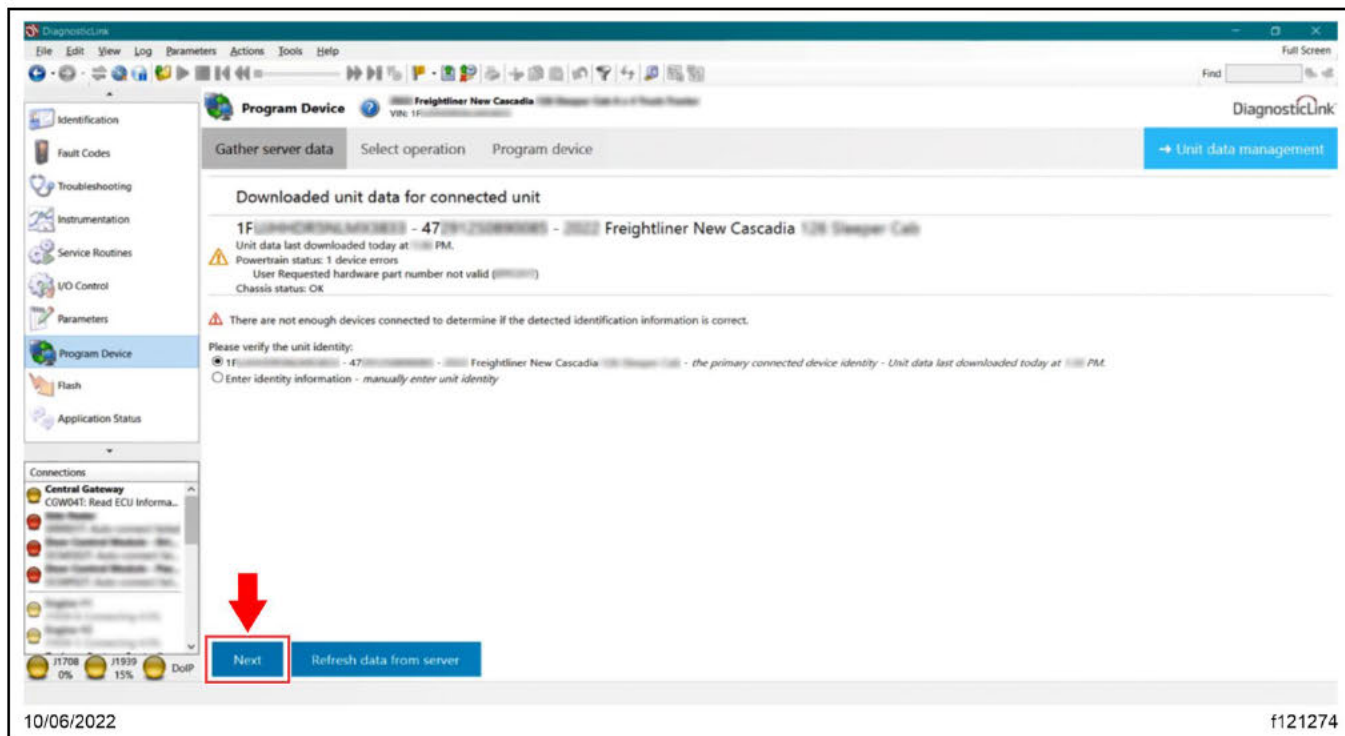


Fig. 4, Latest Data Retrieved

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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.'

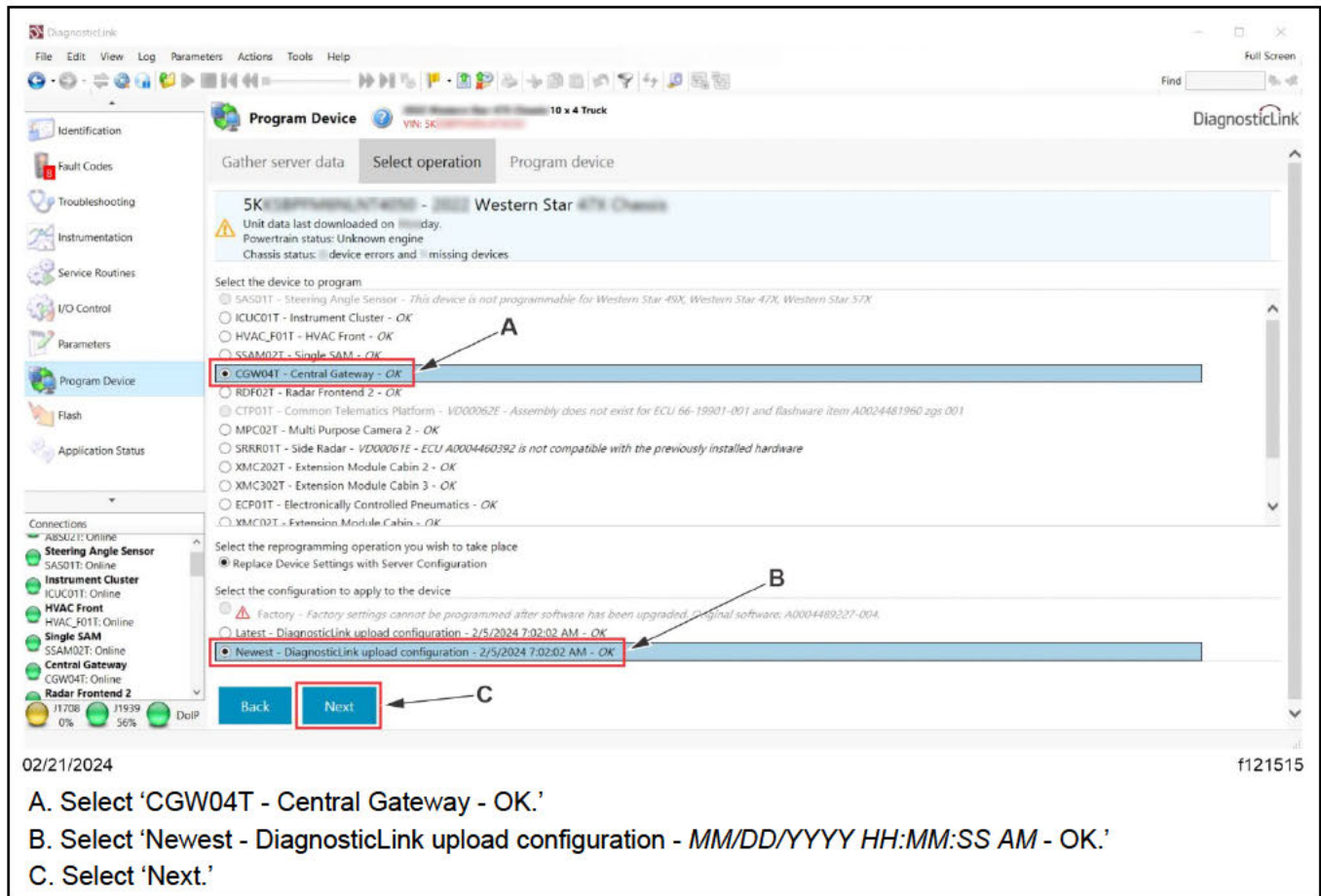


Fig. 5, Selecting the Device Configuration

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

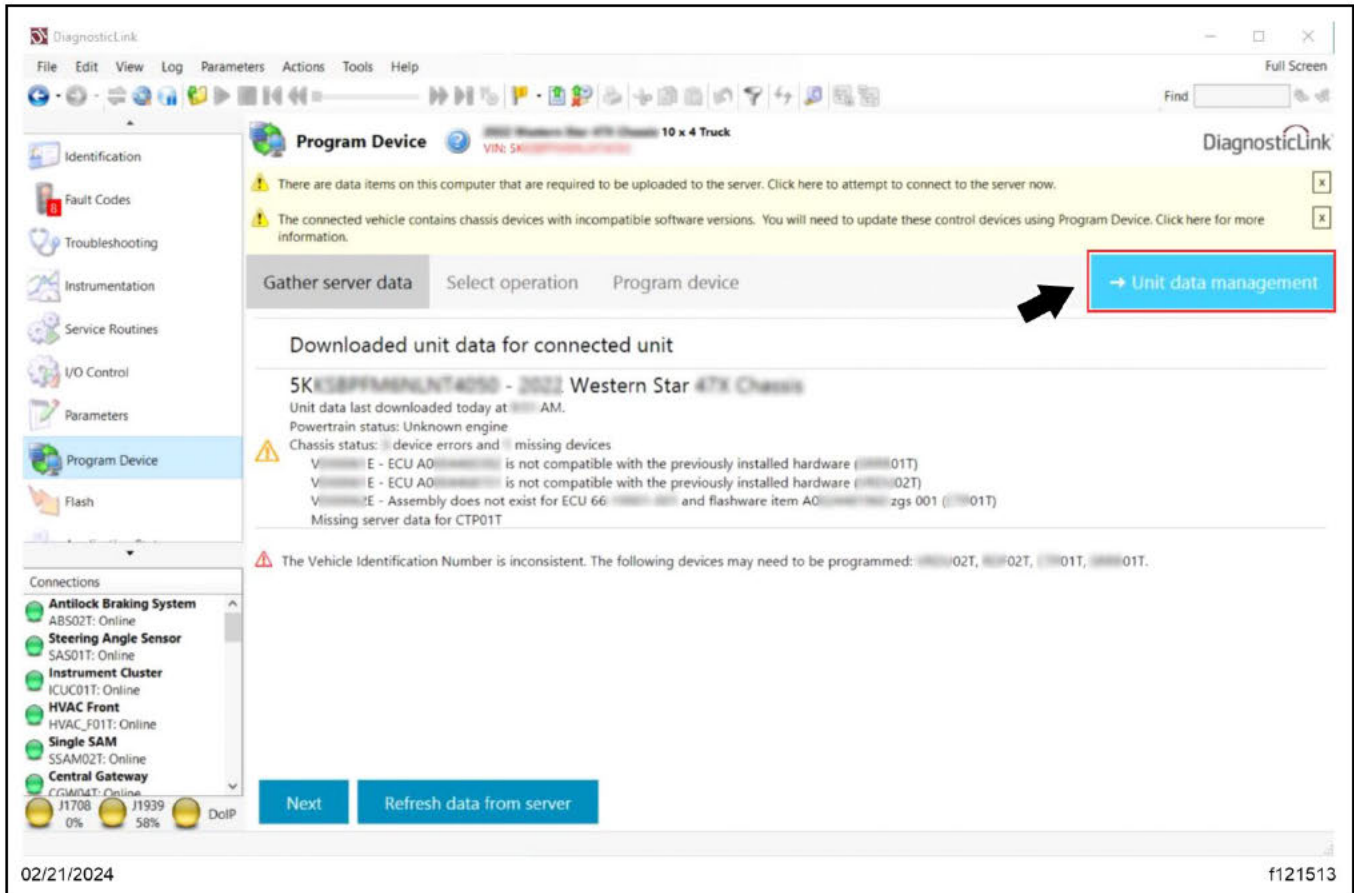


Fig. 8, Selecting Unit Data Management

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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.

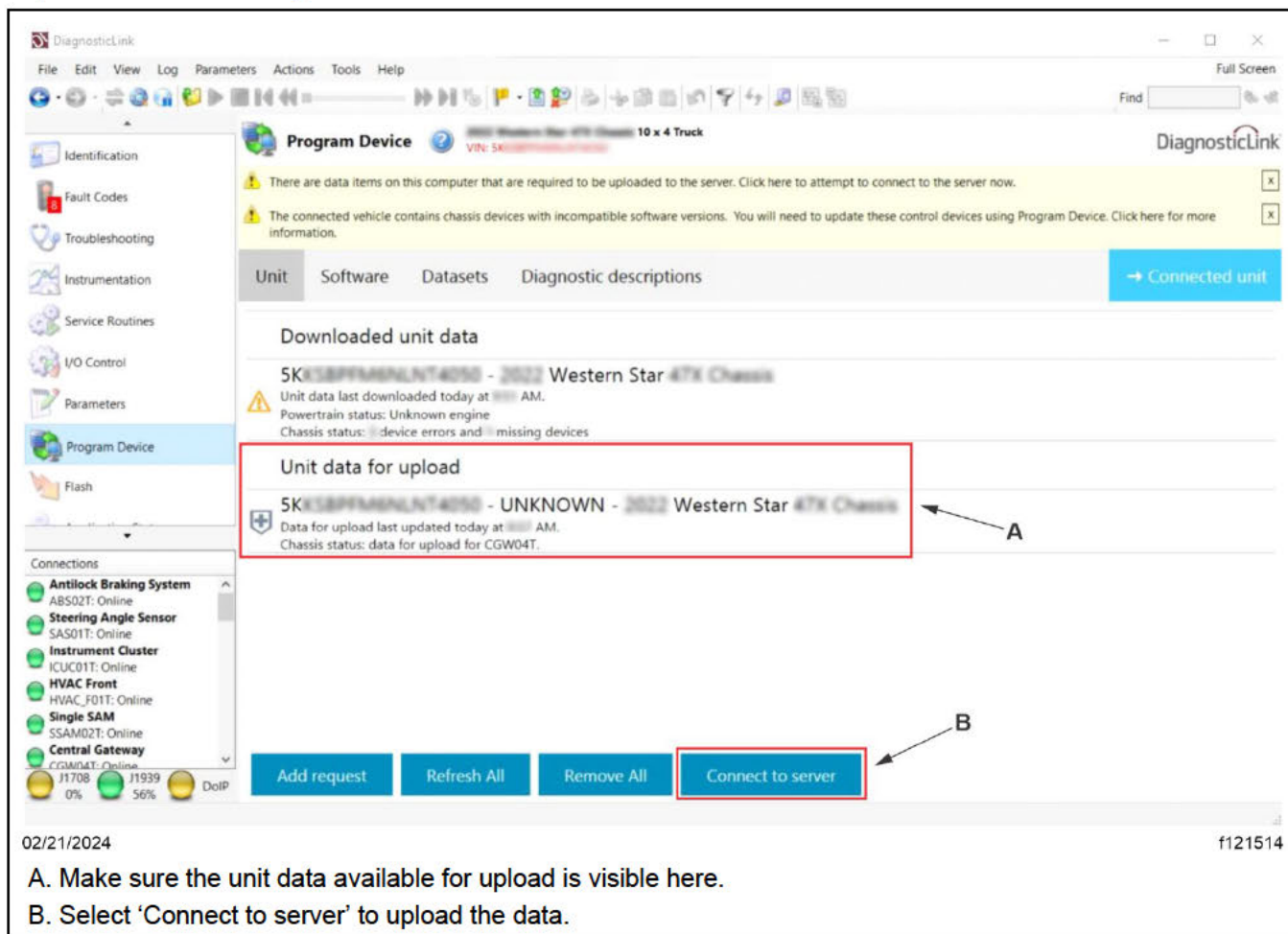


Fig. 9, Uploading the Unit Data to the Server

13. Once the data is uploaded to the server, disconnect the vehicle from DiagnosticLink.

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14. To verify the function of the regen inhibit indicators, turn the regen inhibit switch to the ON position.

The red indicator on the regen inhibit switch, shown in **Fig. 10**, should illuminate; and the regen inhibit symbol, shown in **Fig. 11**, should be visible in the ICUC display.

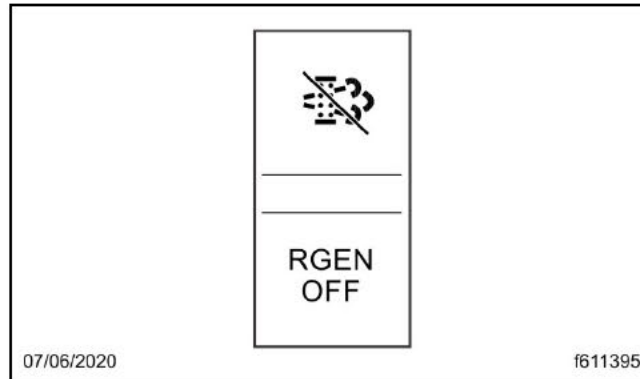
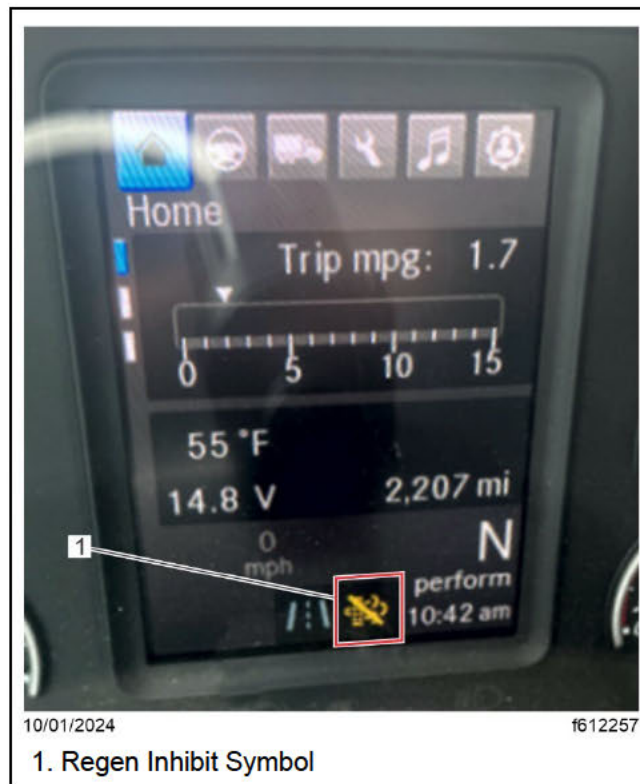


Fig. 10, Regen Inhibit Switch



1. Regen Inhibit Symbol

Fig. 11, ICUC Display

15. Turn the regen inhibit switch to the OFF position.

16. Turn the keyswitch to the OFF position.

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17. Locate and remove the label, shown in [Fig. 12](#), from the dash.

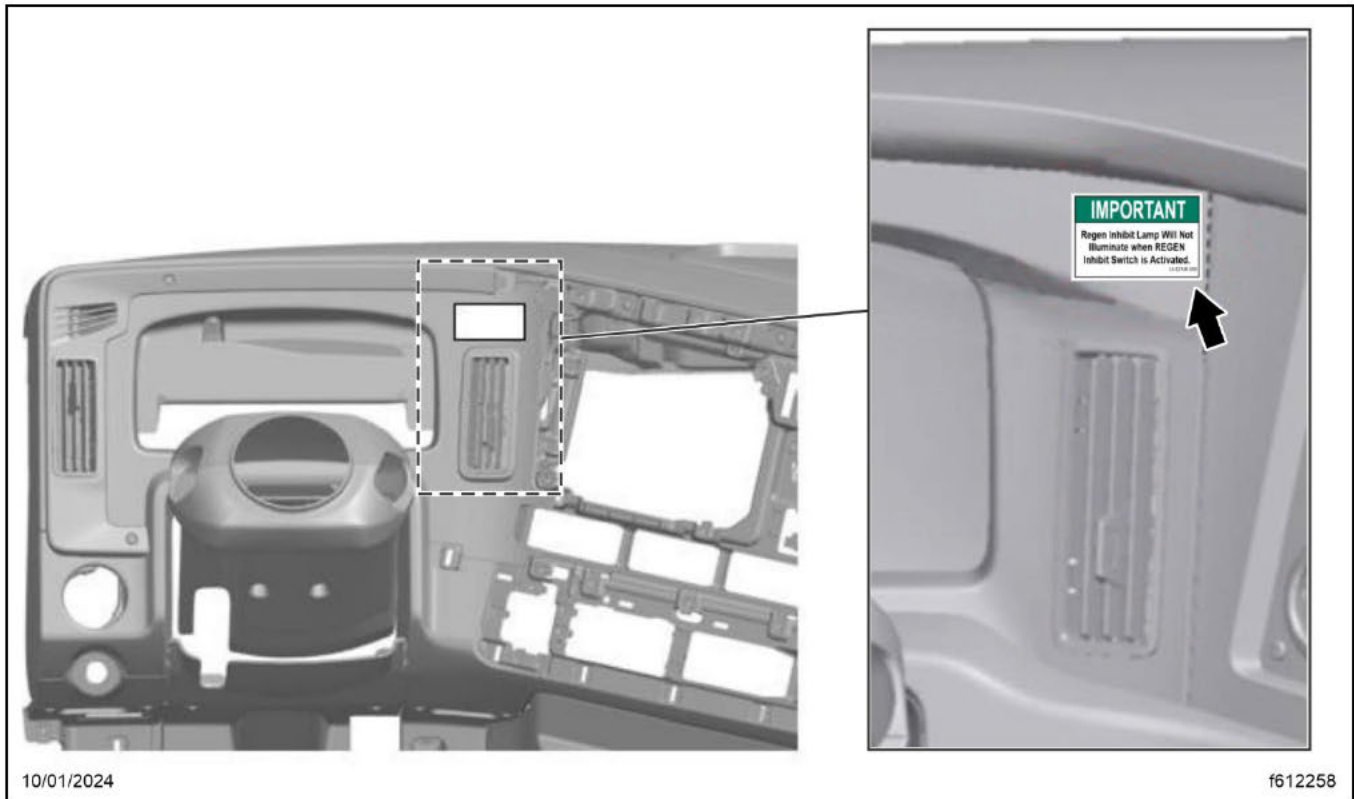


Fig. 12, Regen Inhibit Dash Warning Label

18. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF703 (Form WAR261), indicating this work has been completed.