

SF716 A

Creation Date: May 2025

**Subject: DEF Regen Inhibit Dash Switch Indicator**

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	114 SD	2025	2026	January 26, 2024	January 22, 2025
Freightliner	108 SD	2025	2025	February 3, 2024	March 28, 2024
Freightliner	Business Class M2	2025	2025	January 23, 2024	April 18, 2024
Freightliner	Cascadia	2025	2026	January 10, 2024	January 17, 2025
Western Star	47X	2025	2026	January 22, 2024	January 23, 2025
Western Star	49X	2024	2026	September 6, 2023	January 24, 2025

**General Information**

On behalf of the entities listed below, Daimler Truck North America LLC (DTNA) is initiating Field Service Campaign SF716 to modify the affected vehicles.

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

**PROBLEM:** The DEF Regen Inhibit dash switch indicator light does not function as intended.

**SOLUTION:** A Daimler Truck North America authorized service facility will update the Central Gateway with the latest software version.

There are approximately 301 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**

No parts are required for this repair.

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**IMPORTANT - After Repair is Complete:**

Write the campaign number on a red completion sticker (WAR261) and attach sticker 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.

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

(TBB is exempt from the completion sticker process.)

**Removed Parts**

- For U.S. and Canadian Dealers, use the part disposition to determine how to manage removed parts (return, scrap, etc.). Dispositions are available at the date of the repair.
- For Export Dealers, destroy removed parts unless otherwise advised.

**Claim Reimbursement - Labor Allowance**

**IMPORTANT:** OWL must be viewed prior to performing the Field Service 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.

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, cause, corrective action, and SRT code.

**Table 1 – Claim Reimbursement Table**

<b>Claim Type</b>	Field Service Campaign
<b>Campaign</b>	SF716 A
<b>VMRS Component Code</b>	F99-999-005
<b>Cause Code</b>	A1 – Campaign
<b>Primary Failed Part</b>	25-SF716-000

**Table 2 – Labor Allowance for SF716-A**

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	Update Central Gateway Software	0.5	996-F237A	12-Repair Recall/Campaign

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## Claims for Credit

- Claim type is Field Service Campaign.
- In the Campaign field, enter the campaign number and group (SF716-A).
- In the Primary Failed Part field, enter 25-SF716-000.
- No parts are required for this repair.
- 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 Field Service 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 Field Service 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, if you have any questions, contact the Warranty Campaigns Department by submitting an inquiry through WSC (Warranty Support Center) located in OWL (Online Warranty Link). Export distributors, submit a WSC ticket 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: DEF Regen Inhibit Dash Switch Indicator**

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 SF716 to modify specific 2024-2026 Freightliner 108 SD, 114 SD, M2 and Cascadia: Western Star 47X and 49X vehicles, manufactured September 6, 2023, through January 24, 2025.

The DEF Regen Inhibit dash switch indicator light does not function as intended.

A Daimler Truck North America authorized service facility will update the Central Gateway with the latest software version.

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, go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

This Field Service Campaign will **terminate on May 31, 2026**. 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, therefore, will 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.

If you have any questions, 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](mailto:dtna-war-campaigns@daimlertruck.com), or contact the Customer Assistance Center at (800) 385-4357.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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## Work Instructions

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### Flashing the Central Gateway (CGW04T)

1. Check the base label (Form WAR259) for a completion sticker for SF716 (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. Turn the keyswitch to the ON position.
4. Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle.
5. Connect the other end of the RP1210B-compliant vehicle diagnostic adaptor to the laptop. Ensure the laptop is connected to a power source.
6. Open DiagnosticLink®.

**IMPORTANT:** Make sure that DiagnosticLink is updated to the latest version (8.21 SP3 at the time of publication, or newer) before programming the vehicle.

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

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- Go to the 'Parameters' tab. See Fig. 1.

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

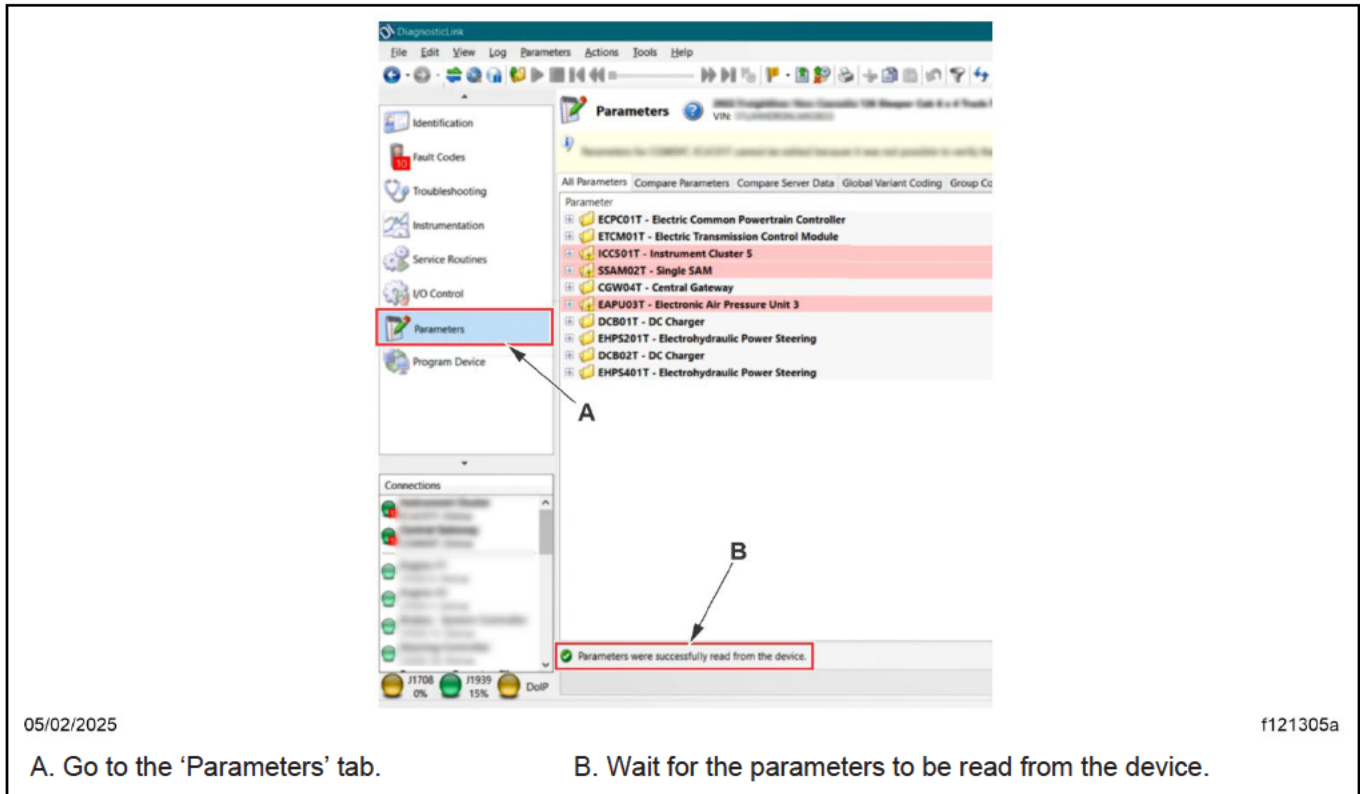


Fig. 1, Reading the ECU Parameters

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- Go to the 'Program Device' tab, and make sure that the Vehicle Identification Number (VIN) that appears is correct. See Fig. 2.

If the VIN that appears is incorrect, select 'Remove' at the far right-hand side of each VIN. If multiple VINs are to be removed, select 'Remove All' at the bottom of the screen. See Fig. 2.

The screenshot displays the 'Program Device' interface in DiagnosticLink. On the left, a navigation menu has 'Program Device' highlighted with a red box and labeled 'A'. The main area shows 'Downloaded unit data' with two entries. The second entry, for VIN 'WFL3P4E1040027190', has a warning icon and a 'Remove' button highlighted with a red box and labeled 'B'. At the bottom, a 'Remove All' button is highlighted with a red box and labeled 'C'. The date '05/15/2025' is shown in the bottom left, and the ID 'f121325' is in the bottom right.

- Go to the 'Program Device' tab.
- Select 'Remove' if the VIN that appears is incorrect.
- Select 'Remove All' if multiple VINs are to be removed.

Fig. 2, Verifying and Removing the Incorrect VINs

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10. If the VIN is not automatically detected, select the 'Connected Unit' button. Select 'Add request' to manually connect DiagnosticLink to the vehicle. See Fig. 3.

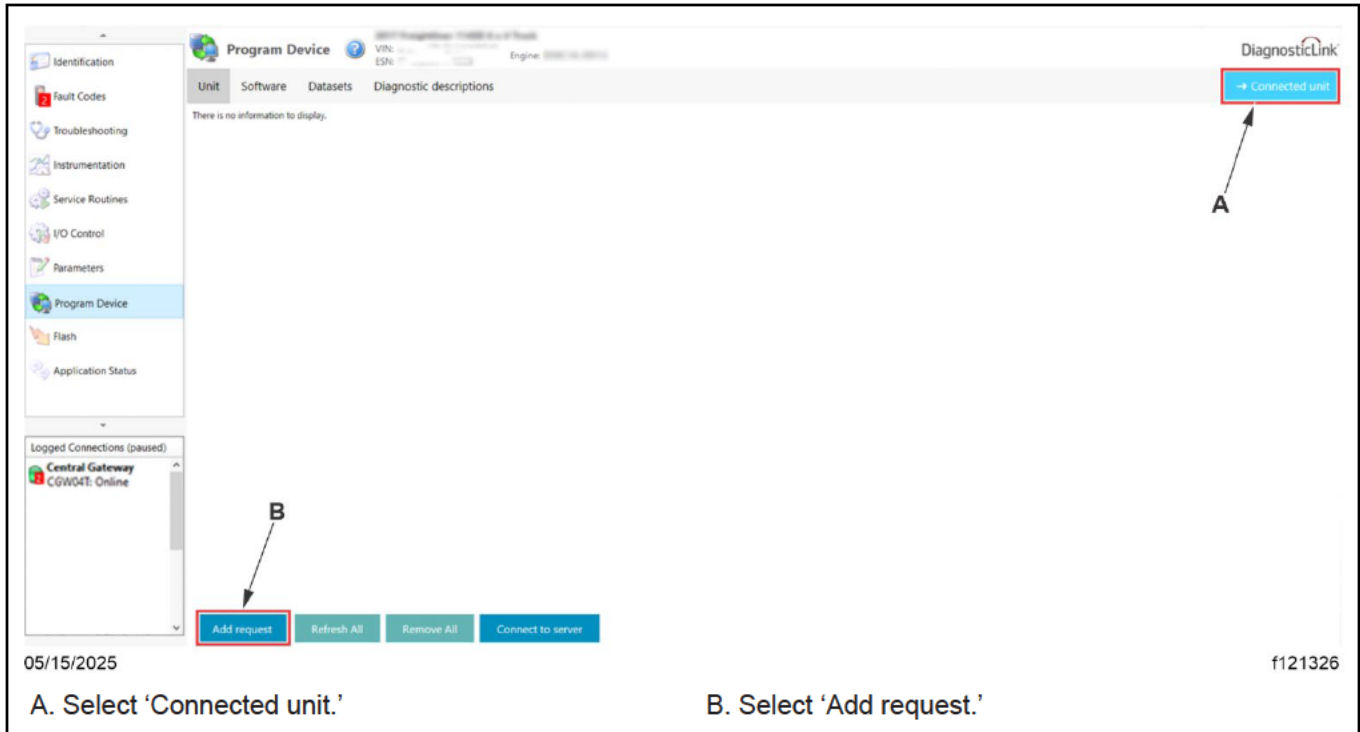


Fig. 3, Connected Unit Screen



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12. Make sure that the Vehicle Identification Number (VIN) that appears is correct. Select 'Download data from server.' See Fig. 5.

DiagnosticLink then documents the parameters of the current vehicle on the server, as shown in Fig. 6.

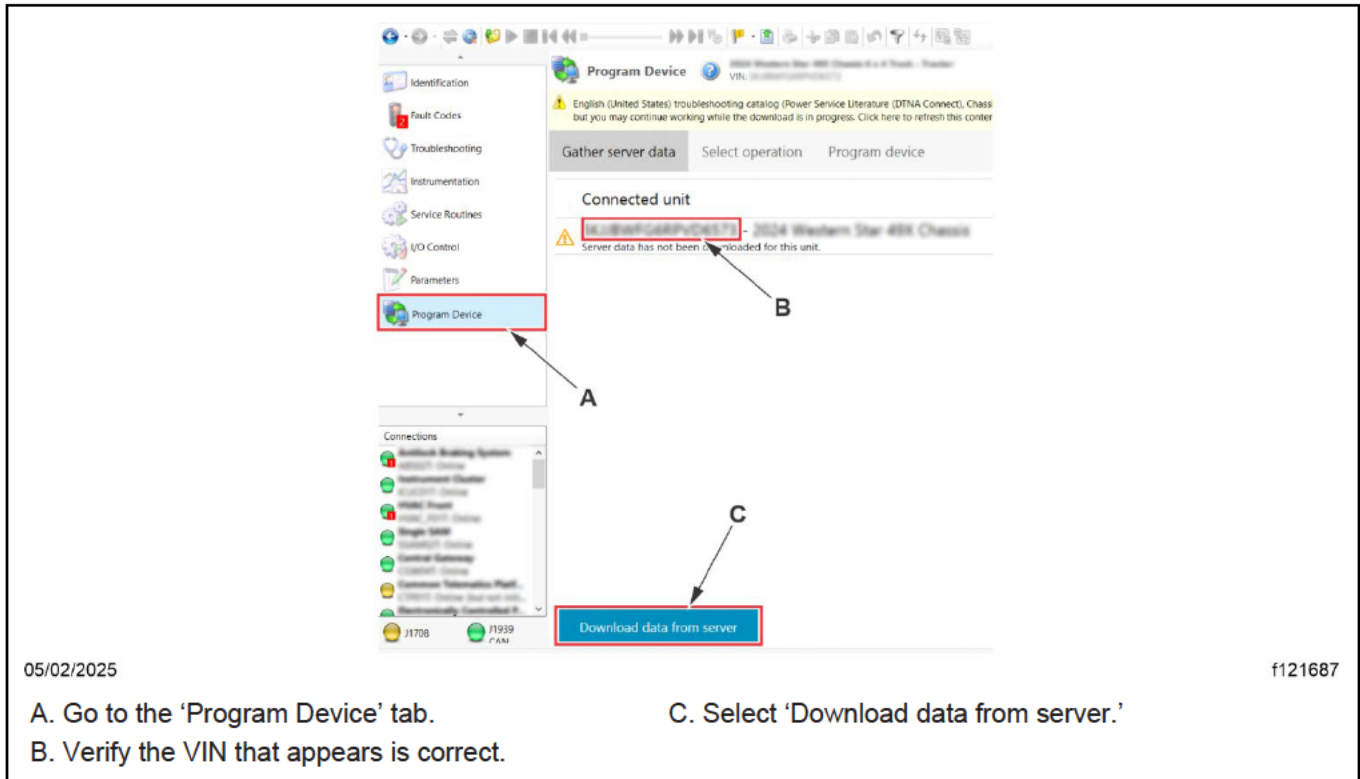


Fig. 5, Downloading the Data from the Server

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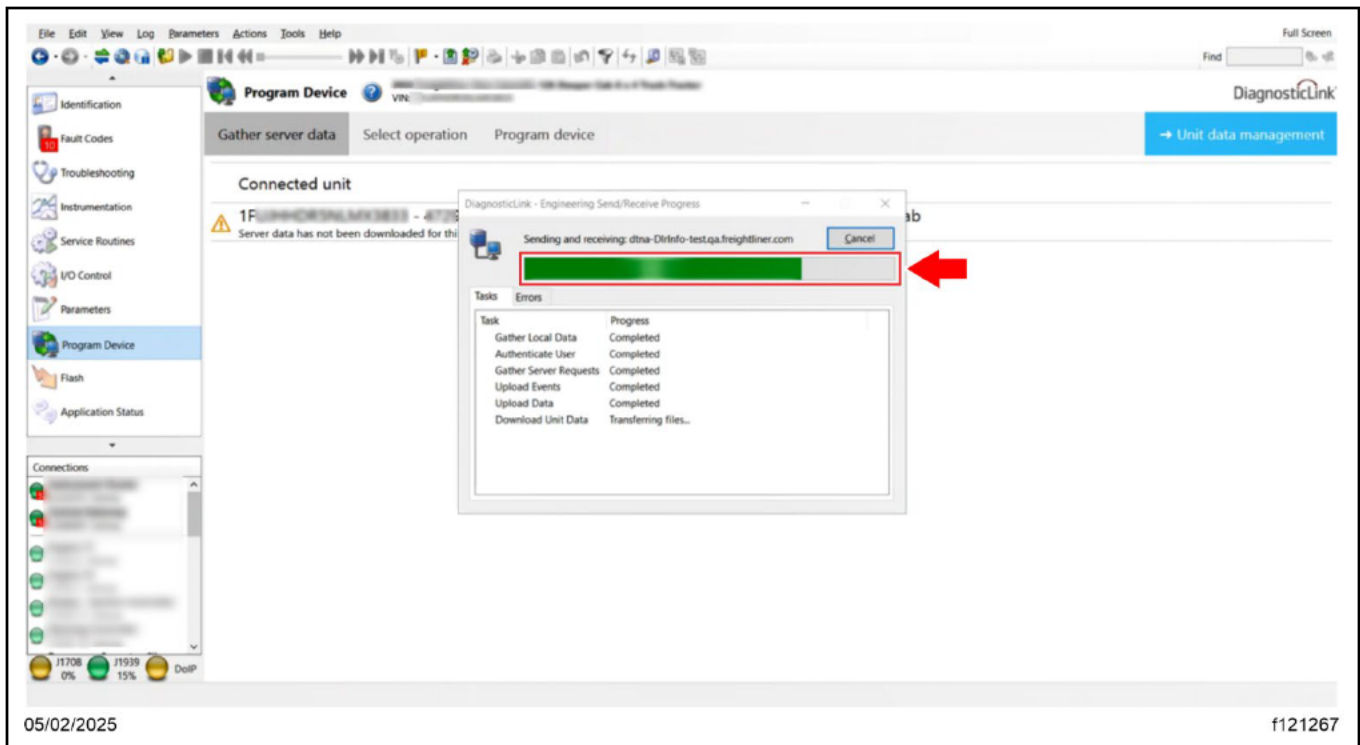


Fig. 6, Server Data Download Status



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14. Flash the CGW04T. See Fig. 8.

14.1. Select 'CGW04T - Central Gateway - OK' as the device to program.

14.2. Select 'Newest - DiagnosticLink upload configuration - MM/DD/YYYY HH:MM:SS AM - OK' as the configuration to apply to the device.

14.3. Select 'Next.'



The screenshot shows the 'Program Device' interface for a 2024 Western Star 49X Chassis. The 'Select operation' tab is active. Under 'Select the device to program', the 'CGW04T - Central Gateway - OK' option is selected and highlighted with a red box and labeled 'A'. Under 'Select the reprogramming operation you wish to take place', the 'Replace Device Settings with Server Configuration' option is selected. Under 'Select the configuration to apply to the device', the 'Newest - DiagnosticLink upload configuration - 4/21/2025 9:53:35 AM - OK' option is selected and highlighted with a red box and labeled 'B'. At the bottom, the 'Next' button is highlighted with a red box and labeled 'C'. The date '05/02/2025' is displayed in the bottom left, and the ID 'f121688' is in the bottom right.

05/02/2025 f121688

A. Select 'CGW04T - Central Gateway - OK.'

B. Select 'Newest - DiagnosticLink upload configuration - MM/DD/YYYY HH:MM:SS AM - OK.'

C. Select 'Next.'

Fig. 8, Selecting the Device Configuration





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

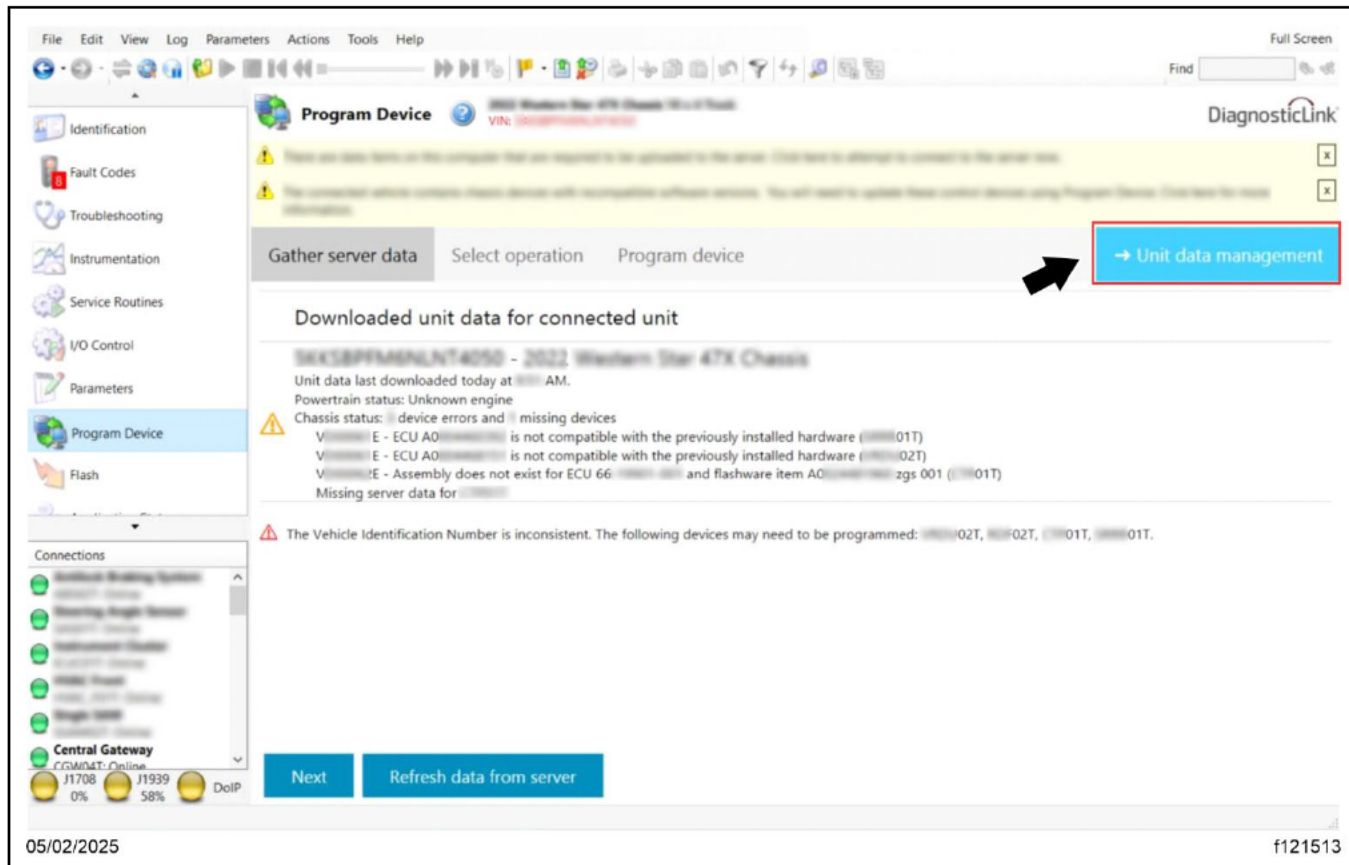


Fig. 11, Selecting Unit Data Management

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16. 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. 12.

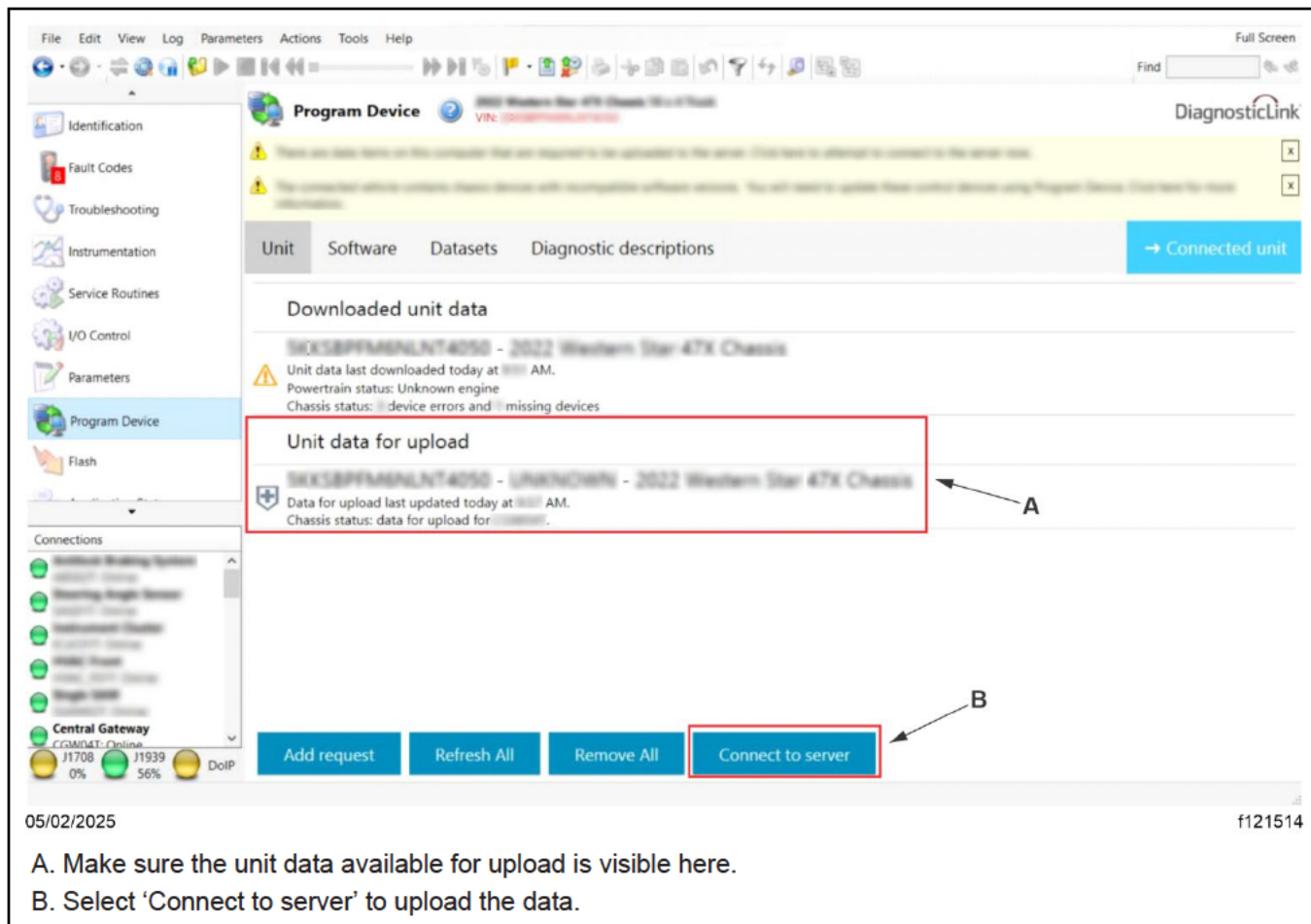


Fig. 12, Unit Data Upload to the Server

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

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18. Verify the function of the regen inhibit indicators. Turn the regen inhibit switch ON. See Fig. 13.

- The red indicator on the switch should illuminate.
- The regen inhibit symbol should be visible in the Instrument Control Unit (ICUC) display. See Fig. 14.

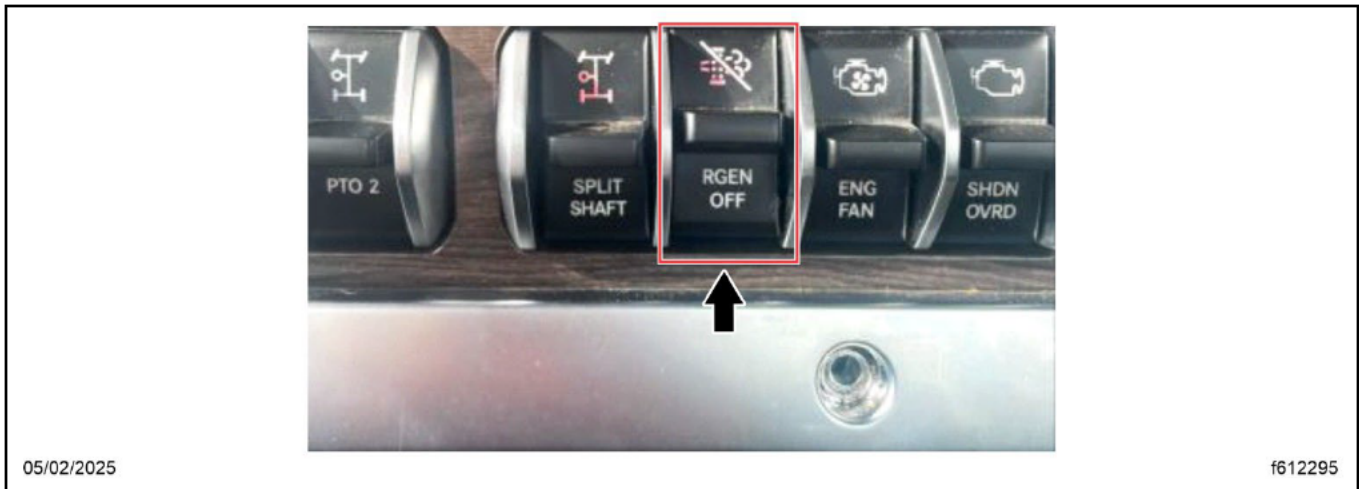


Fig. 13, Regen Inhibit Switch



Fig. 14, Regen Inhibit Symbol on the ICUC Display

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19. Turn the regen inhibit switch OFF.
20. Turn the keyswitch to the OFF position.
21. Locate and remove the dash label. See Fig. 15.
22. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF716 (Form WAR261), indicating this work has been completed.

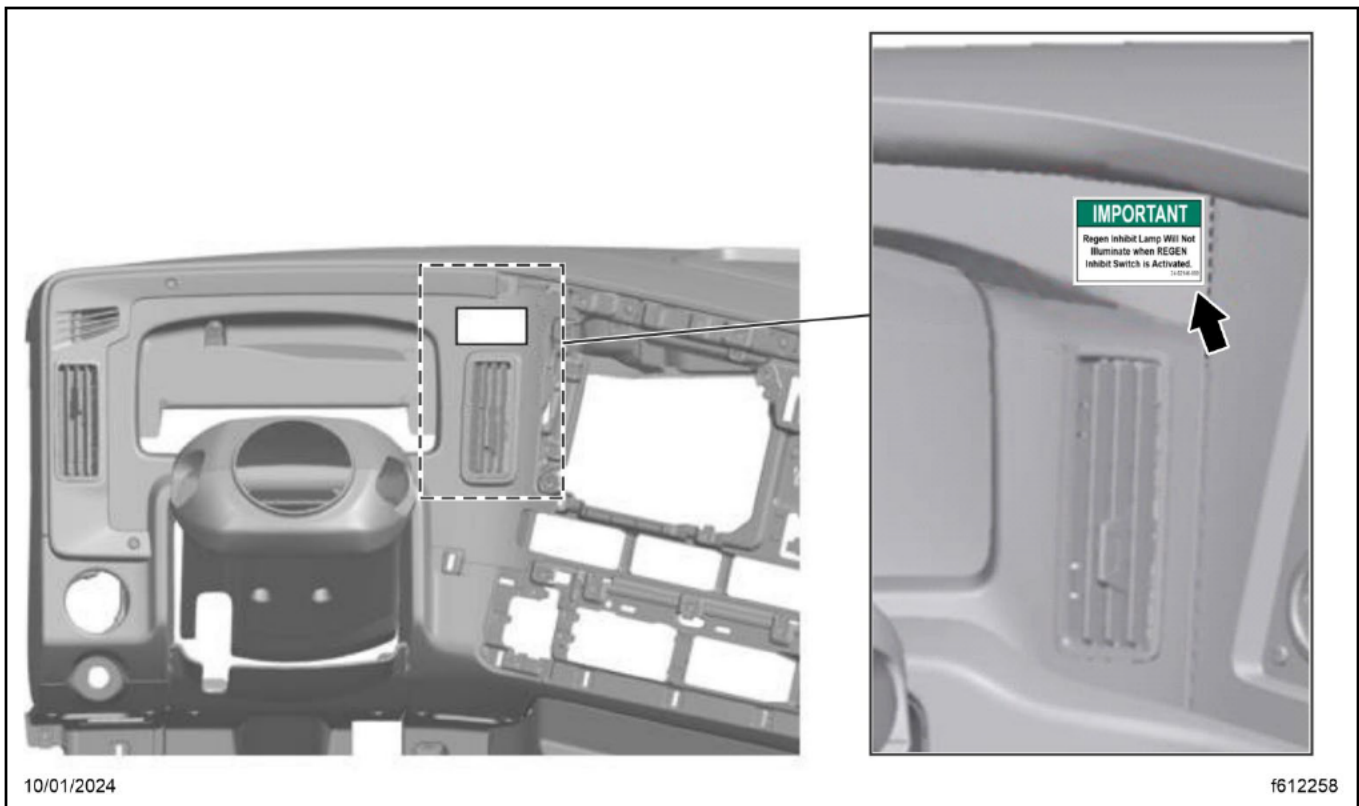


Fig. 15, Regen Inhibit Dash Warning Label to be Removed