

SF715 A-B

Creation Date: August 2025

Subject: Stalk Switches

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	108SD, 114SD, M2, eM2, Cascadia, eCascadia	2025	2026	Dec 4, 2024	Feb 5, 2025
Western Star	47X, 48X, 49X, 57X	2025	2026	Dec 4, 2024	Jan 24, 2025
Identifying Feature	Specific Stalk Switches (determined during inspection)				

General Information

On behalf of the entities listed below, Daimler Truck North America LLC (DTNA) is initiating Field Service Campaign SF715 to modify the affected vehicles.

- Freightliner Trucks Division
- Western Star Truck Sales, Inc.

PROBLEM: At initial key-on, certain stalk switches may experience power supply issues leading to various symptoms. Common indicators may include the engine/powertrain failing to start as well as unintentional activation of wipers and hazard lights.

SOLUTION: Stalk switches will be inspected and replaced as needed.

There are approximately 18,744 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 SF715, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL. Please refer to this list when ordering parts for this field service campaign.

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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 at 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.

Table 1 – Replacement Parts

Group	Part Description	Part Numbers	Qty
A	See Table 1 in Work Instructions (Page 6)	Determined After Inspection	1 ea
B	See Table 1 & Table 2 in Work Instructions (Page 9)	Determined After Inspection	1 ea
All Groups	Blank Completion Sticker	WAR261	1 ea

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, replacement parts, cause, corrective action, and SRT code.

Table 2 - Claim Reimbursement

Claim Type	Field Service Campaign
Campaign	SF715 A-B
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF715-000

Table 3 – Labor Allowance

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A-B	Inspection Only, Stalk Switch(es) & Wiring	0.8	996-F238A	06-Inspect
	Inspect Stalk Switch(es), Repair Wiring	1.1	996-F238C	12-Repair Recall/Campaign
	Replace Stalk Switch(es), Inspect Wiring	0.9	996-F238B	12-Repair Recall/Campaign
	Replace Stalk Switch(es), Repair Wiring	1.2	996-F238D	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 (SF715-A, SF715-B, etc.).
- In the Primary Failed Part field, enter 25-SF715-000.
- In the Parts section, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- 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 for 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 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: Shift Stalks

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 SF715 to modify specific 2025-2026 model year vehicles including: Freightliner 108SD, 114SD, M2, eM2, Cascadia, eCascadia; Western Star 47X, 48X, 49X, 57X. Vehicles were manufactured December 4, 2024 to February 5, 2025.

PROBLEM: At initial key-on, certain stalk switches may experience power supply issues leading to various symptoms. Common indicators may include the engine/powertrain failing to start as well as unintentional activation of wipers and hazard lights.

SOLUTION: Stalk switches will be inspected and replaced as needed.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available. The campaign will take approximately one 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 August 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, or contact the Customer Assistance Center at (800) 385-4357.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

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Work Instructions

Subject: Stalk Switches

Models Affected					
Make	Models	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	108SD, 114SD, M2, eM2, Cascadia, eCascadia	2025	2026	Dec 4, 2024	Feb 5, 2025
Western Star	47X, 48X, 49X, 57X	2025	2026	Dec 4, 2024	Jan 24, 2025
Identifying Feature	Specific Stalk Switches (determined during inspection)				

SF715 A – Inspect Left-Hand Stalk Switch

1. Check the base label (Form WAR259) for a completion sticker for SF715 (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. Remove the ground cable connections at the batteries, including those for parked HVAC systems.
4. Remove the steering column cover. For detailed instructions, see **Group 46: Steering** in the applicable workshop manual.

IMPORTANT: Do not use PartsProX® to check stalk switch part numbers. Many part numbers are interchangeable, so the results are not accurate enough.

5. Inspect the left-hand stalk switch part number on the manufacturer's label. See [Fig. 1](#).



Fig. 1, Stalk Switch Part Number on the Manufacturer's Label

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6. Compare the stalk switch part number on the manufacturer's label to the part numbers listed in **Table 1**.
Is the installed part number listed in the 'Bad Part #' column?
YES → Follow steps 7 through 10 to replace it with the 'Replacement Part #' listed on the same row.
NO → Go to step 11.

Table 1 – Replacement Part Number List

Bad Part #	Replacement Part #	Description
06-97105-000	25-SF715-007	SWITCH-TURN SIG,WPR,SELF CNCL

Table 1 – Replacement Part Number List

7. Remove the wire harness connector from the stalk switch.
8. Remove the stalk switch from the column.
9. Install the new stalk switch. Tighten the fastener 7 lbf·ft (9 N·m).
10. Install the wire harness connector onto the stalk switch.
11. Install the steering column cover. For detailed instructions, see **Group 46: Steering** in the applicable workshop manual.
12. Remove the lower dash covers to expose the Single System and Actuation Module (sSAM) Electronic Control Unit (ECU), which is mounted under the dash. This includes the throttle pedal cover, fuse access panel, electrical bay cover, and the lower center dash cover. For detailed instructions, see **Group 60: Cab** in the applicable workshop manual.
13. Locate the X5 wire harness connector on the sSAM and remove it.
14. Remove the cable ties securing the individual wire bundles to the sSAM, as required, to make the X5 harness accessible.

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15. Inspect the wire harness and terminal cavities X5-6 and X5-7 for modifications that may have been done at the vehicle plant, as shown in **Fig. 2**, or based on the information in **Service Solution SS 3162-FTL** or **SS 775-WST**, as shown in **Fig. 3**. The modification is expected to be within 6 inches of the X5 harness connector.

Is a wiring modification found?

YES → Continue with step 16.

NO → Go to step 19.

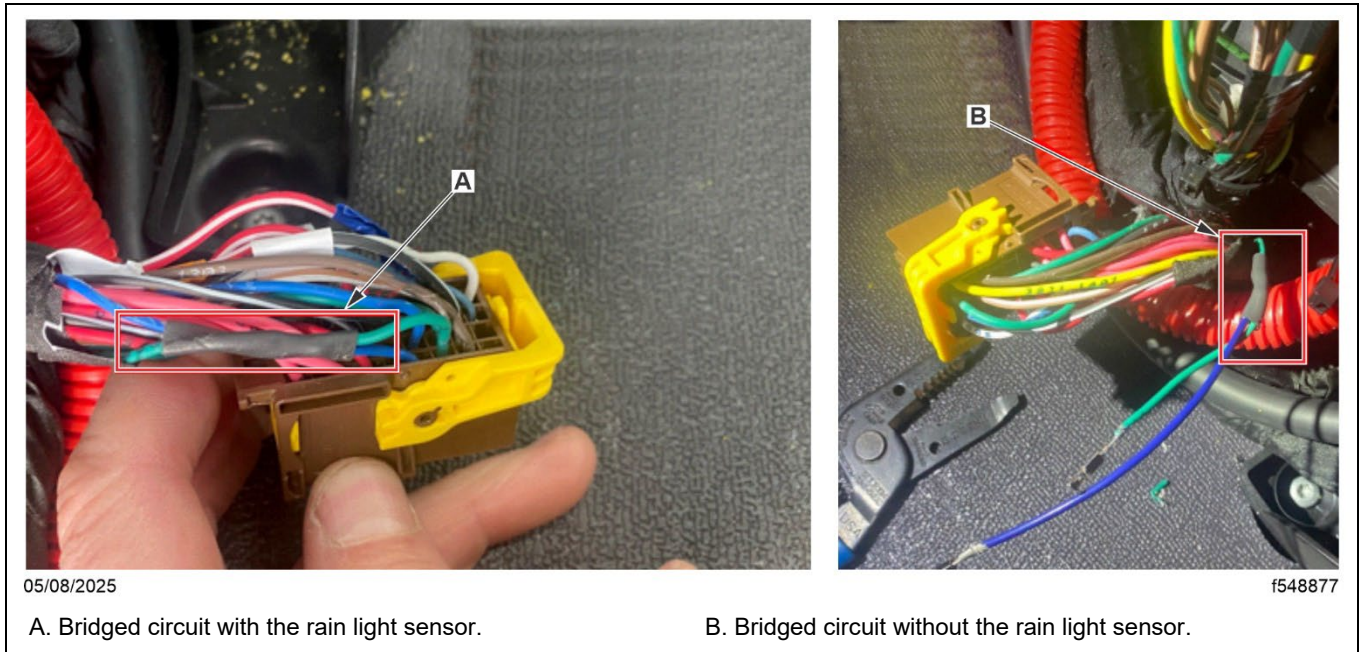


Fig. 2, Examples of Vehicle Modifications Done at Plant

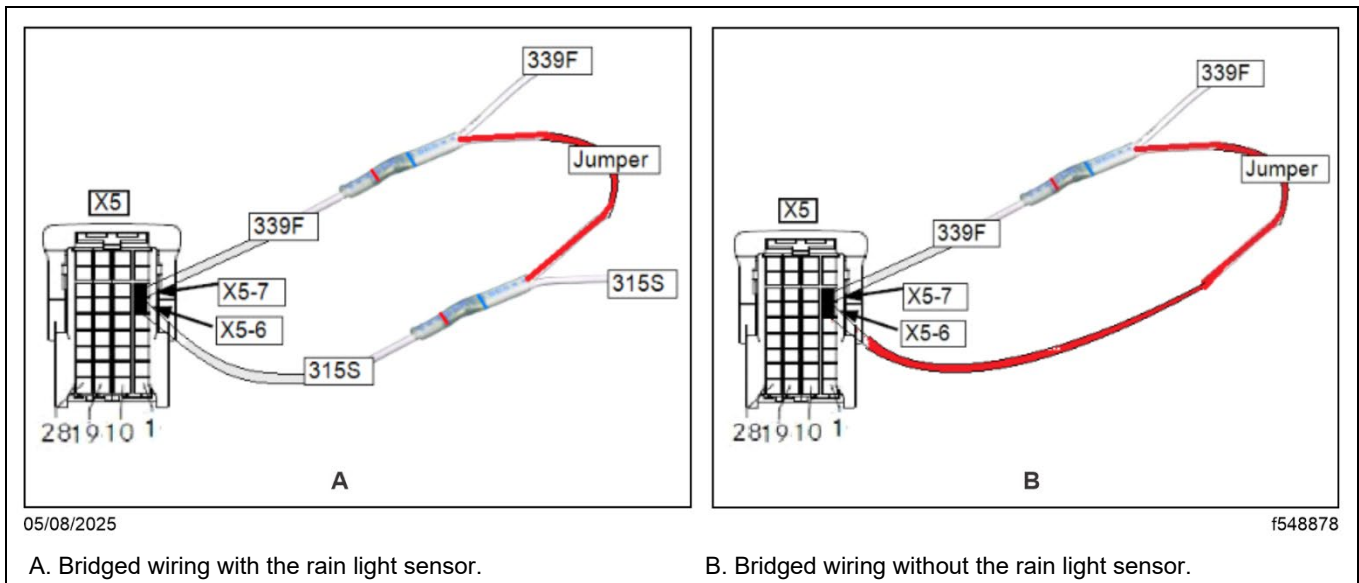


Fig. 3, Modifications Suggested in Service Solutions

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16. Repair the harness.
 - For service solution-style modifications, cut the bridge (jumper) and turn the cut wires back on themselves. Use heat shrink lined with adhesive to seal and isolate the conductor.
 - For plant-style modifications, separate the bridge between the two conductors and repair the individual wires using DTNA approved methods.
17. Secure the harness repair with loom tape, as needed, to protect it from potential damage.
18. Install the X5 connector onto the sSAM.
19. Secure the individual wire bundles to the sSAM, as original.
20. Install the dash covers. For detailed instructions, see **Group 60: Cab** in the applicable workshop manual.
21. Install the ground cable connections at the batteries.
22. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF715 (Form WAR261).

SF715 B – Inspect Left-Hand and Right-Hand Stalk Switches

1. Check the base label (Form WAR259) for a completion sticker for SF715 (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. Remove the ground cable connections at the batteries, including those for parked HVAC systems.
4. Remove the steering column cover. For detailed instructions, see **Group 46: Steering** in the applicable workshop manual.

IMPORTANT: Do not use PartsProX® to check stalk switch part numbers. Many part numbers are interchangeable, so the results are not accurate enough.

5. Inspect the left-hand stalk switch part number on the manufacturer's label. See [Fig. 1](#).



Fig. 1, Stalk Switch Part Number on Manufacturer's Label

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6. Compare the left-hand stalk switch part number on the manufacturer's label to the part numbers listed in [Table 1](#).

Is the installed part number listed in the 'Bad Part #' column?

YES → Follow steps 7 through 10 to replace it with the 'Replacement Part #' listed on the same row.

NO → Go to step 11

Table 1 – Replacement Part Number List, Left-Hand Stalk Switch

Bad Part #	Replacement Part #	Description
06-97105-000	25-SF715-007	SWITCH-TURN SIG,WPR,SELF CNCL
06-97105-001	25-SF715-008	SWITCH-TURN SIG,WIPER,MNL CNCL

Table 1 – Replacement Part Number List, Left-Hand Stalk Switch

7. Remove the wire harness connector from the left-hand stalk switch.
8. Remove the left-hand stalk switch from the column.
9. Install the new left-hand stalk switch. Tighten the fastener 7 lbf·ft (9 N·m).
10. Install the wire harness connector onto the left-hand stalk switch.
11. Inspect the right-hand stalk switch part number on the manufacturer's label.
12. Compare the right-hand stalk switch part number on the manufacturer's label to the part numbers listed in [Table 2](#).

Is the installed part number listed in the 'Bad Part #' column?

YES → Follow steps 13 through 16 to replace it with the 'Replacement Part #' listed on the same row.

NO → Go to step 17.

Table 2 – Replacement Part Number List, Right-Hand Stalk Switch

Bad Part #	Replacement Part #	Description
06-97099-000	25-SF715-001	CONTROL-SHIFTER W/ NO ENG BRK
06-97099-001	25-SF715-002	CONTROL-SHIFTER W/ ENG BRAKE
06-97099-002	25-SF715-003	CONTROL-SHIFTER W ENG BRAKE
06-97099-003	25-SF715-004	CONTROL-SHIFTER W ENG BRAKE
06-97100-000	25-SF715-005	SWITCH-ENGINE BRAKE,COL MTD,
06-97100-002	25-SF715-006	SWITCH-ENGINE BRAKE,COL MTD

Table 2 – Replacement Part Number List, Right-Hand Stalk Switch

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13. Remove the wire harness connector from the right-hand stalk switch, and remove any cable ties that secure the harness to the switch.
14. Remove the right-hand stalk switch from the column.
15. Install the new right-hand stalk switch. Tighten the fastener 7 lbf·ft (9 N·m).
16. Install the wire harness connector onto the right-hand stalk switch, and use cable ties to secure the harness to the switch.
17. Install the steering column cover. For detailed instructions, see **Group 46: Steering** in the applicable workshop manual.
18. Remove the lower dash covers to expose the Single System and Actuation Module (sSAM) Electronic Control Unit (ECU), which is mounted under the dash. This includes the throttle pedal cover, fuse access panel, electrical bay cover, and the lower center dash cover. For detailed instructions, see **Group 60: Cab** in the applicable workshop manual.
19. Locate the X5 wire harness connector on the sSAM and remove it.
20. Remove the cable ties securing the individual wire bundles to the sSAM, as required, to make the X5 harness accessible.

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21. Inspect the wire harness and terminal cavities X5-6 and X5-7 for modifications that may have been done at the vehicle plant, as shown in **Fig. 2**, or based on the information in **Service Solution SS 3162-FTL** or **SS 775-WST**, as shown in **Fig. 3**. The modification is expected to be within 6 inches of the X5 harness connector.

Is a wiring modification found?

YES → Continue with step 22.

NO → Go to step 25.

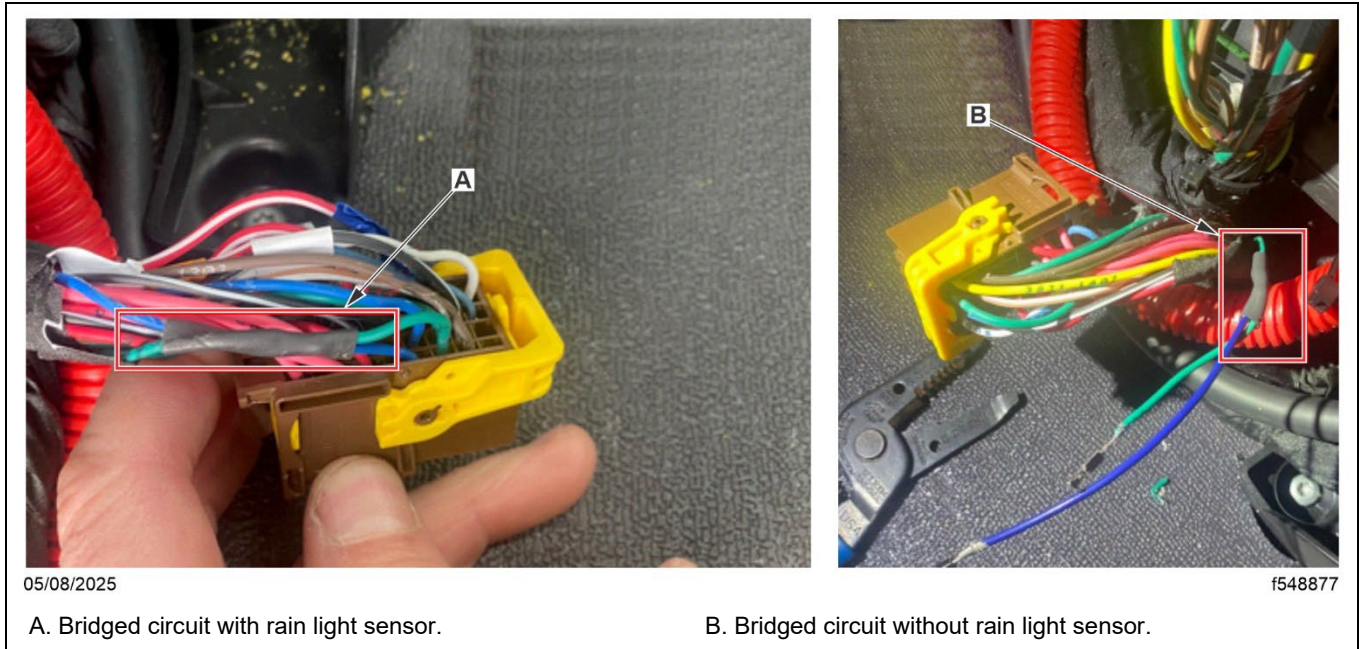


Fig. 2, Examples of Vehicle Modifications Done at Plant

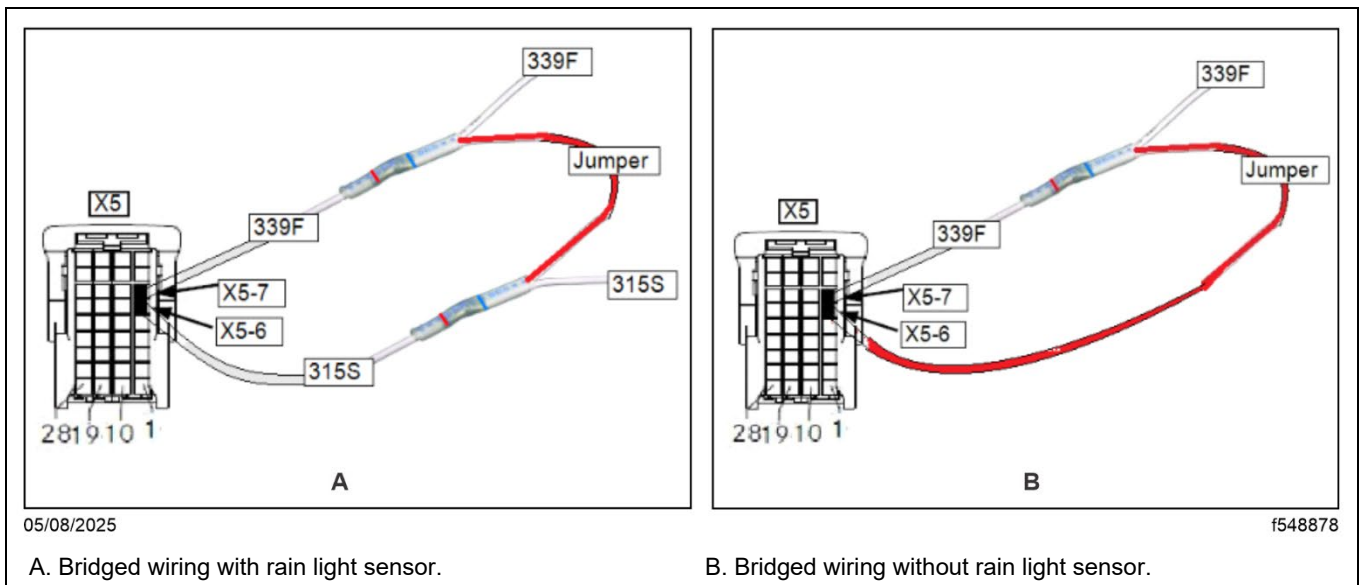


Fig. 3, Modifications Suggested in Service Solutions

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22. Repair the harness.
 - For service solution-style modifications, cut the bridge (jumper) and turn the cut wires back on themselves. Use heat shrink lined with adhesive to seal and isolate the conductor.
 - For plant-style modifications, separate the bridge between the two conductors and repair the individual wires using DTNA approved methods.
23. Secure the harness repair with loom tape, as needed, to protect it from potential damage.
24. Install the X5 connector onto the sSAM.
25. Secure the individual wire bundles to the sSAM, as original.
26. Install the dash covers. For detailed instructions, see **Group 60: Cab** in the applicable workshop manual.
27. Install the ground cable connections at the batteries.
28. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF715 (Form WAR261).