

SF725-AB

Creation Date: April 2026

Subject: Differential Lock Buzzer

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	Cascadia	2026	2026	January 14, 2025	January 22, 2025
Identifying Feature	Models spec'd with 87B-009 Pneumatic Switches				

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA) is initiating Field Service Campaign SF725 to modify the affected vehicles.

- Freightliner Trucks Division

PROBLEM: The pneumatic switches were not wired to send feedback to the ICUC, so the system cannot activate the buzzer to alert the driver when the differential lock is engaged.

SOLUTION: The wiring for the Driver-Controlled Differential Lock (DCDL) will be updated by an authorized DTNA Facility.

There are approximately 45 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 SF725, 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 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.)

Table 1 – Replacement Parts

Group	Part / Kit Number	Part / Kit Description	Qty
A	23-13214-302	TERMINAL-FEMALE,PCB,DBL,NIB,0.5-0.8	1 ea
B	23-13214-302	TERMINAL-FEMALE,PCB,DBL,NIB,0.5-0.8	2 ea
All Groups	WAR261	Blank Completion Sticker	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	SF725 AB
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF725-000

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Table 3 – Labor Allowance

Group	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
AB	Modify DCDL Switch Wiring	0.7	996-F252A	12-Repair Recall/Campaign

Claims for Credit

- Claim type is Field Service Campaign.
- In the Campaign field, enter the campaign number and group (SF725-A or SF725-B).
- In the Primary Failed Part field, enter 25-SF725-000.
- 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 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 PNA (PRISM Network Assistant) located in OWL (Online Warranty Link). Export distributors, submit a PNA Case 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

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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: Differential Lock Buzzer

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF725 to modify specific model year 2026 Freightliner Cascadia vehicles, manufactured January 14, 2025 to January 22, 2025.

The pneumatic switches were not wired to send feedback to the ICUC, so the system cannot activate the buzzer to alert the driver when the differential lock is engaged.

The wiring for the Driver-Controlled Differential Lock (DCDL) will be updated by an authorized DTNA Facility.

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 1 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 April 30, 2027**. 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

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Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	Cascadia	2026	2026	January 14, 2025	January 22, 2025
Identifying Feature	Models spec'd with 87B-009 Pneumatic Switches				

SF725 – Modifying DCDL Switch Wiring

1. Check the base label (Form WAR259) for a completion sticker for SF725 (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. Disconnect the batteries.
4. Remove the electrical bay cover. For instructions, see **Group 60: 7.1 Removal of the Dash Panels and Top Cover** in the *New Cascadia Workshop Manual*. Use the access opening to reach the electrical harness.
5. Remove the DCDL switch from the dash.

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6. Remove the white connector from the back of the switch. See [Fig. 1](#).

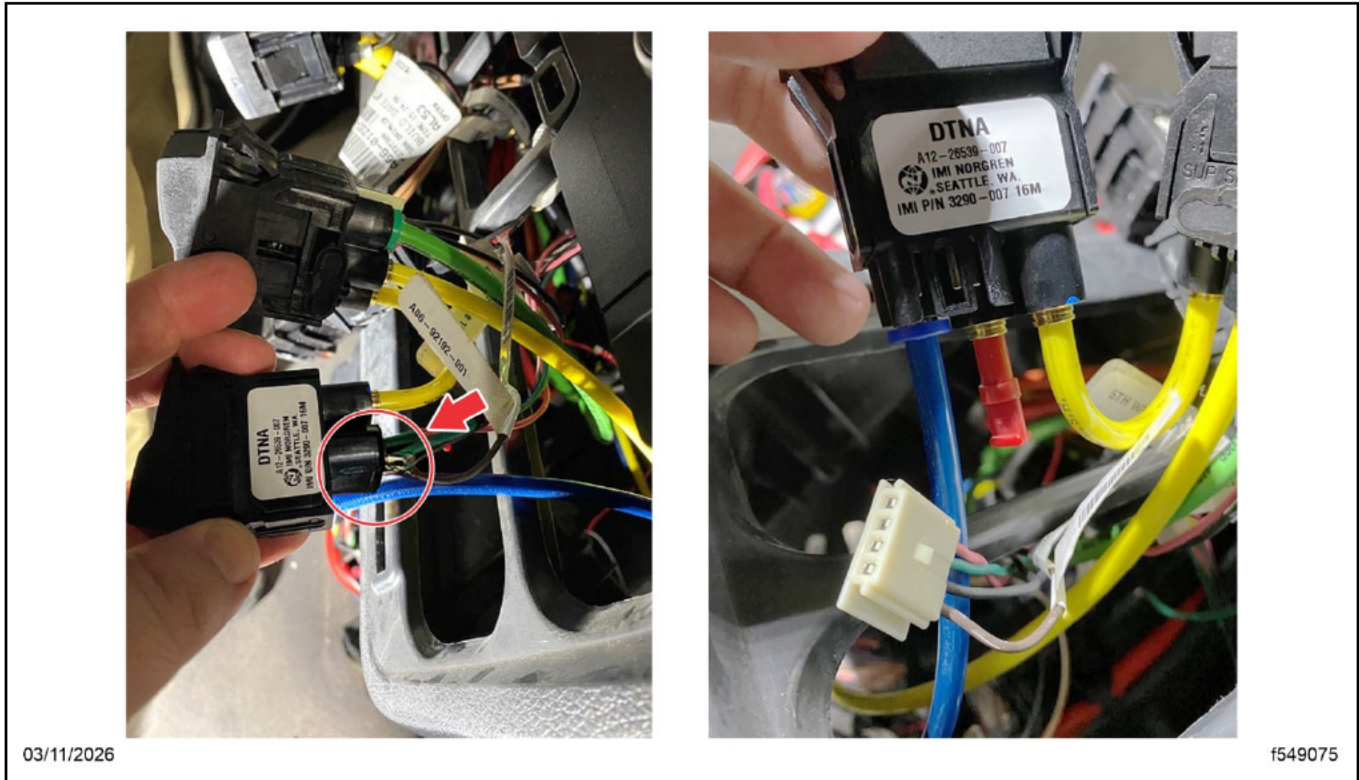


Fig. 1, Removing the Connector from the Switch

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7. Locate the splice packs containing the green wires. See [Fig. 2](#).

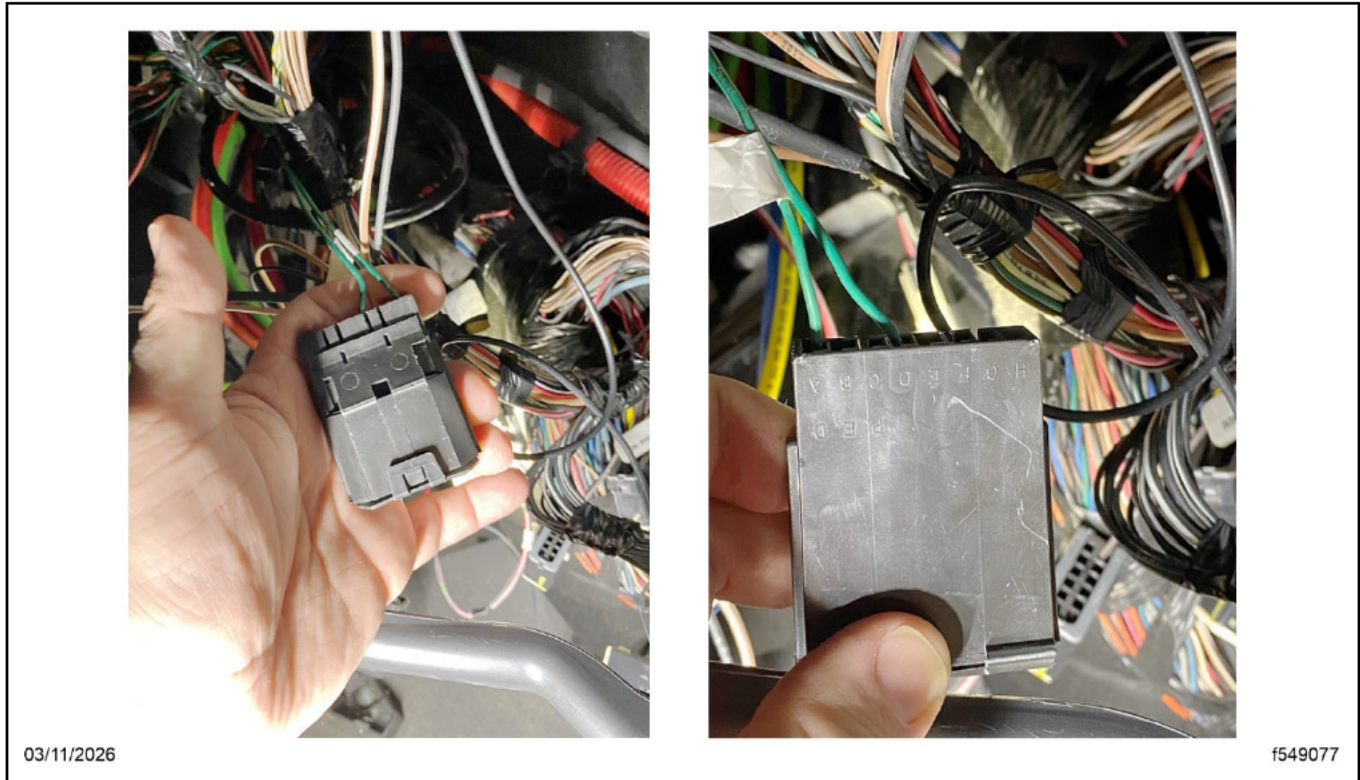


Fig. 2, Locating the Splice Packs

8. Identify a wire matching the gauge of the green wires in the splice pack and long enough to reach from the splice pack to the white connector for the DCDL switch. Install the terminal from the kit on one end of the wire.
9. Insert the terminal into an open cavity at the rear of the splice pack.
10. Identify the wire routed from connector cavity B at the rear of the disconnected connector. This wire should be green. Cut the wire five inches from the connector.
11. Connect all three wires:
- the wire from the connector,
 - the new wire from the splice pack, and
 - the other end of the original wire.

For instructions, see **Group 54: 1.3 Wiring Repair Using Phillips STA-DRY® Solderless Connectors** in the *New Cascadia Workshop Manual*. See switch feedback wiring configurations in [Fig. 3](#), [Fig. 4](#), and [Fig. 5](#).

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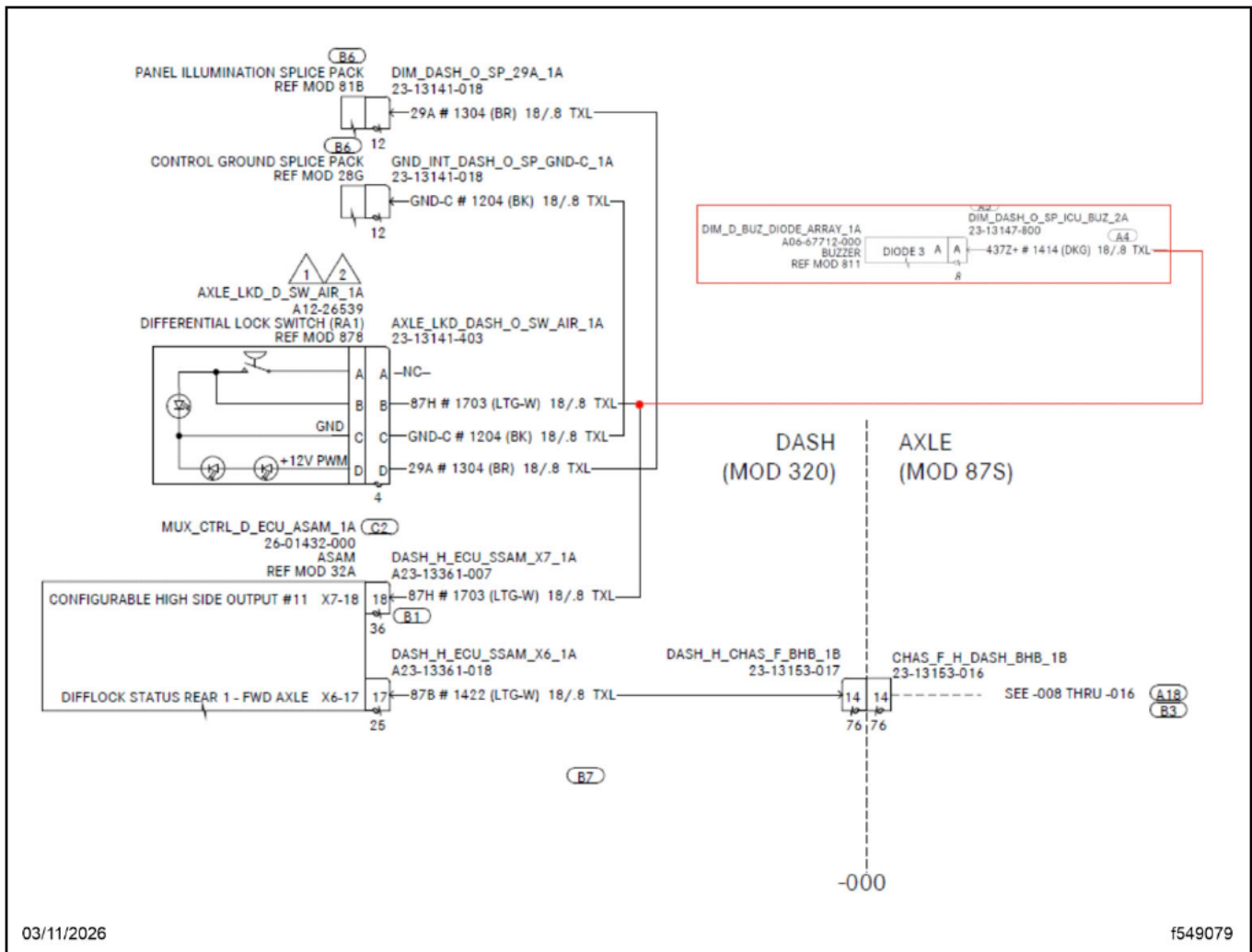


Fig. 3, Switch Wiring, One Switch One Feedback

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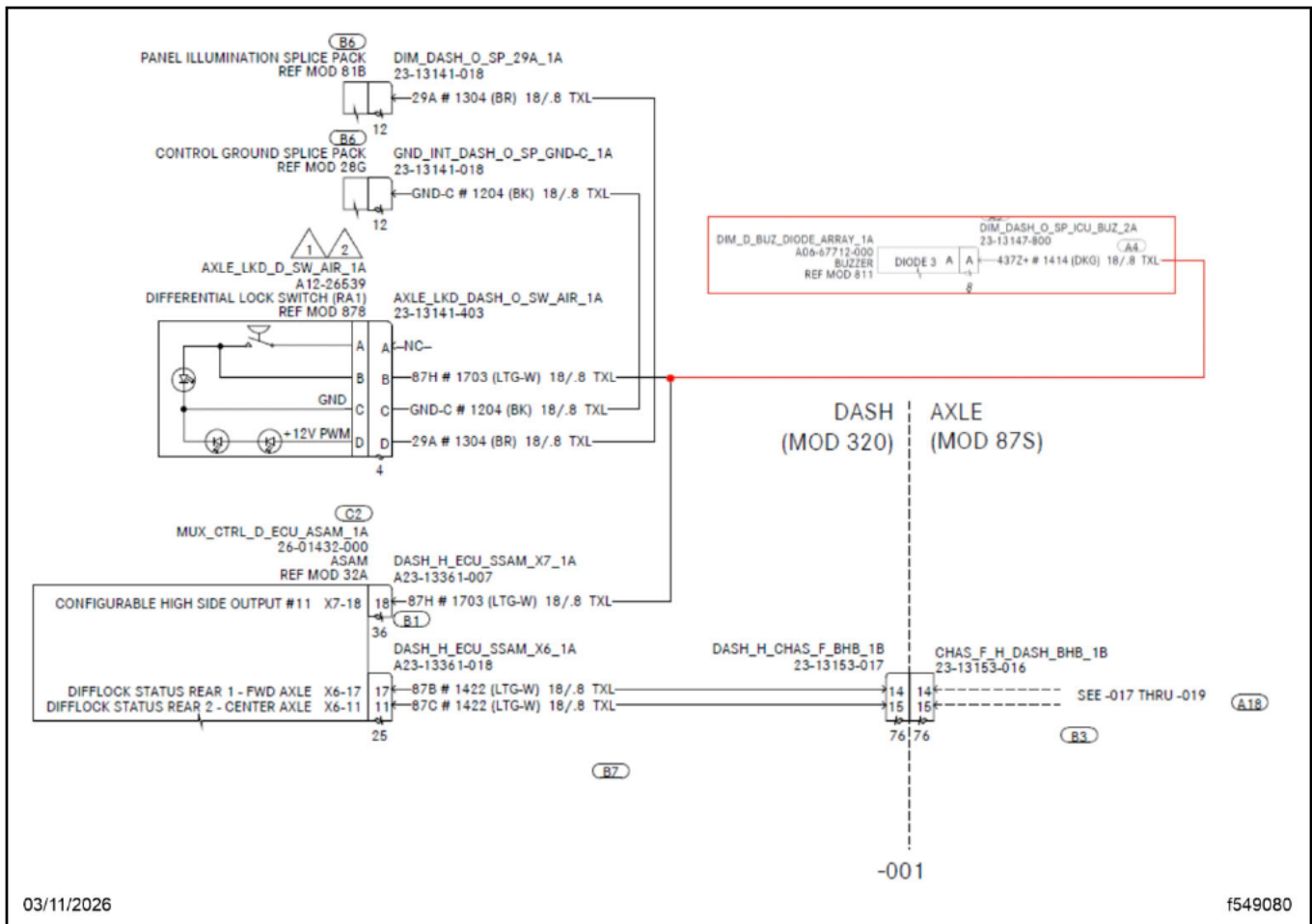


Fig. 4, Switch Wiring, One Switch Two Feedbacks

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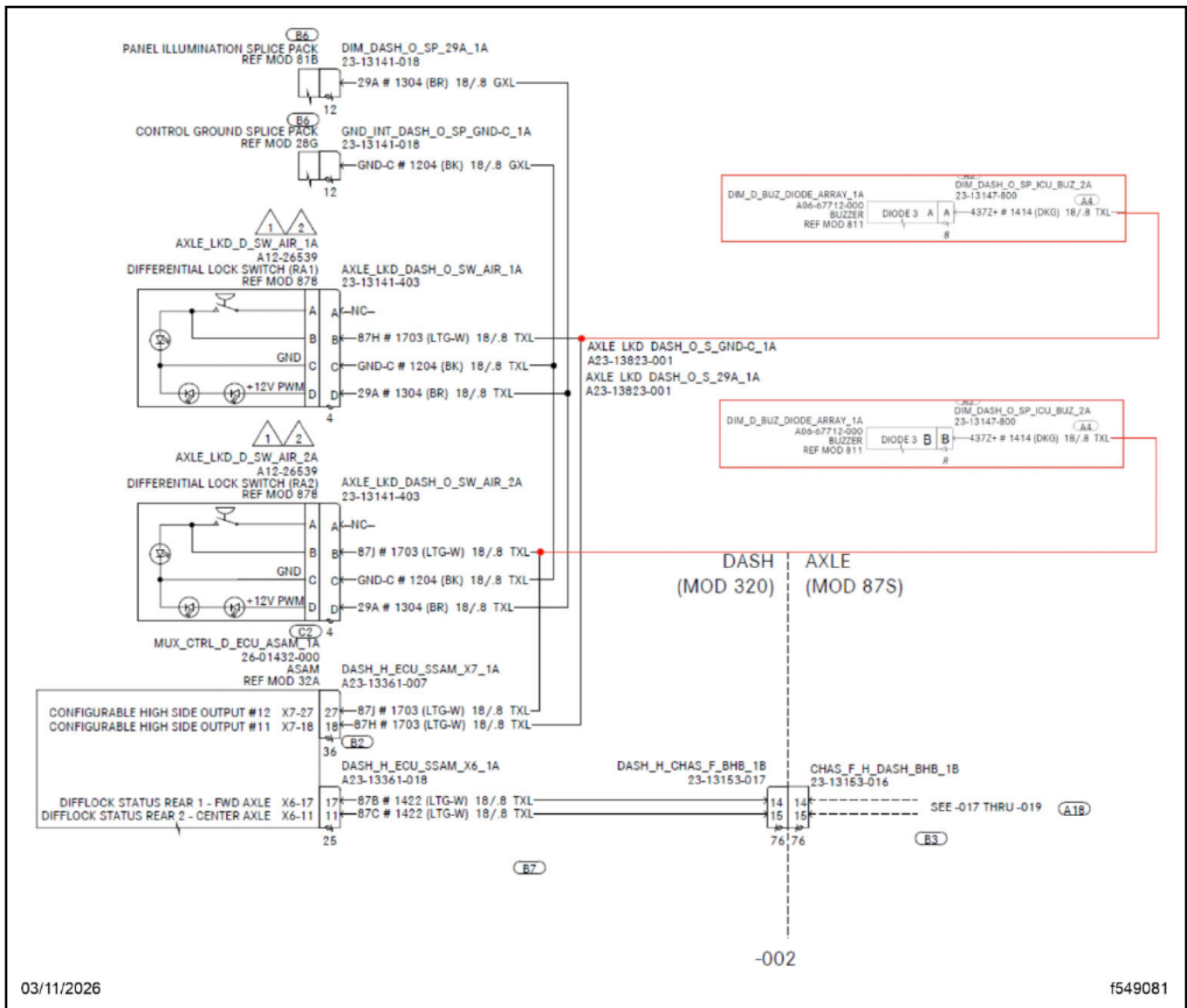


Fig. 5, Switch Wiring, Two Switches Two Feedbacks

12. Repeat the process for each DCDL switch on the vehicle, using a separate cavity in the splice pack for each additional DCDL switch.
13. Connect the batteries.
14. Install the electrical bay cover. For instructions, see **Group 60: 7.2 Installation of the Dash Panels** in the *New Cascadia Workshop Manual*.

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15. Start the vehicle and verify DCDL operation. Turn the DCDL switch ON and confirm the presence of a buzzing or continuous beep.

Is a buzzer heard when the DCDL switch is turned ON?

YES → The DCDL activation warning is functioning properly. Go to step 16.

NO → A malfunction exists in the DCDL activation warning circuit.

16. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF725 (Form WAR261).