

SF736

Creation Date: July 2026

Subject: Cascadia CTP3 Antennas

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	Cascadia	2025	2027	November 12, 2024	March 18, 2026
Identifying Feature	Vehicles are equipped with a Common Telematics Platform (CTP3)				

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA), is initiating Field Service Campaign SF736 to modify the affected vehicles.

- Freightliner Trucks Division

PROBLEM: On certain Freightliner Cascadia vehicles, the CTP3 antennas and associated coaxial cables may have been damaged during installation.

SOLUTION: The coaxial cables will be replaced. The antennas and associated components will be inspected for damage and replaced as necessary if damage is found.

There are approximately 5,265 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 SF736, 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.

IMPORTANT – After Repair is Complete*:

Write the campaign number on a blank gray completion sticker (WAR261), and attach it to the base label (WAR259).

If the vehicle does not have a base label, clean the appropriate location and attach a base label before attaching the completion sticker.

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

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Group	Part Description	Part Number	Qty.
A	CLIP-WIRING,ADHESIVE	23-11811-001	2 ea
	ANTENNA-GNSS,LTE/5G,WIFI/BT (only replace if damaged)	A 006 820 30 75	1 ea.
	CABLE-COAX,RTK031,FAKRA,MINI-F	A23-14818-000	1 ea.
	CABLE-COAX,RTK031,FAKRA,MINI-F	A23-14853-000	1 ea.
	STRAP-TIE ANTI-VIB M6.3 PUSHON	23-13481-000	2 ea.
All Groups	Blank Completion Sticker	WAR261	1 ea

Table 1, Replacement Parts

Removed Parts

- For U.S. and Canadian Dealers, use the part disposition in OWL 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 campaign to ensure the vehicle is involved and the campaign has not been previously completed. 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.

Claim Type	Field Service Campaign
Campaign	SF736
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF736-000

Table 2, Claim Reimbursement

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Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	CTP ANTENNA, COAX CABLE, R/R PER INSTRUCTIONS	2.4	996-F254A	12-Repair Recall/Campaign

Table 3, Labor Allowance

Claims for Credit

- Claim type is Field Service Campaign.
- In the Campaign field, enter the campaign number and appropriate group (SF736-A).
- In the Primary Failed Part field, enter 25-SF736-000.
- In the Parts section, enter the appropriate 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./ 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 campaign to ensure the vehicle is involved and the campaign has not been previously completed. Check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via PNA (Prism Network Assist) at DTNAPortal.com/PNA, if you have any questions. Export distributors, submit a PNA inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess 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 inventory 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: Cascadia CTP3 Antennas

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF736 to modify specific model years 2025–2027 vehicles, manufactured November 12, 2024 to March 18, 2026.

On certain Freightliner Cascadia vehicles, the CTP3 antennas and associated coaxial cables may have been damaged during installation.

The coaxial cables will be replaced. The antennas and associated components will be inspected for damage and replaced as necessary if damage is found.

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 three hours and will be performed **free of charge**. To locate an authorized dealer, search online at 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 July 31, 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 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.

If you have any questions, contact the Warranty Campaigns Department at (800) 547-0712, Monday through Friday, from 7:00 a.m. to 4:00 p.m. Pacific Time, or email dtna-war-campaigns@daimlertruck.com. You may also contact the Customer Assistance Center at (800) 385-4357.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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WORK INSTRUCTIONS

Subject: Cascadia CTP3 Antennas

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	Cascadia	2025	2027	November 12, 2024	March 18, 2026
Identifying Feature	Vehicles are equipped with a Common Telematics Platform (CTP3)				

Common Telematics Platform (CTP3):

Replace Coaxial Cables and Inspect Antennas for Damage

1. Check the base label (Form WAR259) for a completion sticker for SF736 (Form WAR261), indicating this work has been done. The base label is usually located on the passenger-side door, about 12 in (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 negative (-) battery cable(s) from the main batteries. If so equipped, disconnect the negative battery cable(s) from the auxiliary batteries.
4. Remove the electronics bay cover, the passenger-side lower dashboard cover, and the top dashboard cover. For detailed instructions, see [Removal of the Dash Top Panel](#), [Removal of the Center Lower Dash Cover](#), and [Removal of the Dash Structure](#) in the *5th Generation Cascadia Workshop Manual*. A video displaying the removal of these covers is available by clicking this hyperlink: [CTP Antenna COAX Cable Removal](#)
NOTE: Time to watch the 3D video is approximately six minutes and is included within the SF736 repair labor.
5. Remove the lower-right floor duct. Remove the four screws from the front of the electronics bay that secure the Vehicle Power Distribution Module (VPDM). Gently place the VPDM on the passenger floor.
6. Locate the two CTP antennas mounted on the top of the electronics bay. Remove the coaxial cable connectors from both CTP antennas. Remove the coaxial cable connections from the CTP Electronic Control Unit (ECU) and the internal WiFi or Bluetooth (BT) antennas for both coaxial cables being replaced (A23-14818-000 and A23-14853-000). Remove the coaxial cable clipping points. Cut tie straps as needed to remove both coaxial cables.
NOTE: Some vehicles may have an additional coaxial cable with a blue connector on the antenna (A 006 820 30 75) on the top-right of the electronics bay. This connector must be inspected for damage and reinstalled if it is in good condition. Replace the blue connector coaxial cable and/or antennas only if damage is found.
7. Inspect both top antennas for damage. If so equipped, inspect the blue connector coaxial cable for damage. Ensure that both antennas are correctly mounted on the top of the electronics bay using installation drawing **D66-28199-000** as a reference. Replace any damaged CTP antenna components as required. Position the antennas as required by carefully prying them up. Release the adhesive tape from the electronics bay and wipe the area clean before applying adhesive to the top of the electronics bay in the correct position.

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8. Connect both of the new coaxial cables (A23-14818-000 and A23-14853-000) from the topside antennas to the CTP ECU and the internal antennas. Connect all connectors to the antennas and the CTP ECU internal antennas, making sure to match them by color. Use installation drawing **D66-28199-000** as a reference for coaxial cable routing and clipping points. Secure all coaxial cables using adhesive clips and tie straps as indicated in the installation drawing. Replace any missing, misplaced, and/or broken clips as required. Some vehicles require an adhesive clip to be added to the top of the electronics bay and used according to installation drawing **D66-28199-000**. See [Fig. 1](#).

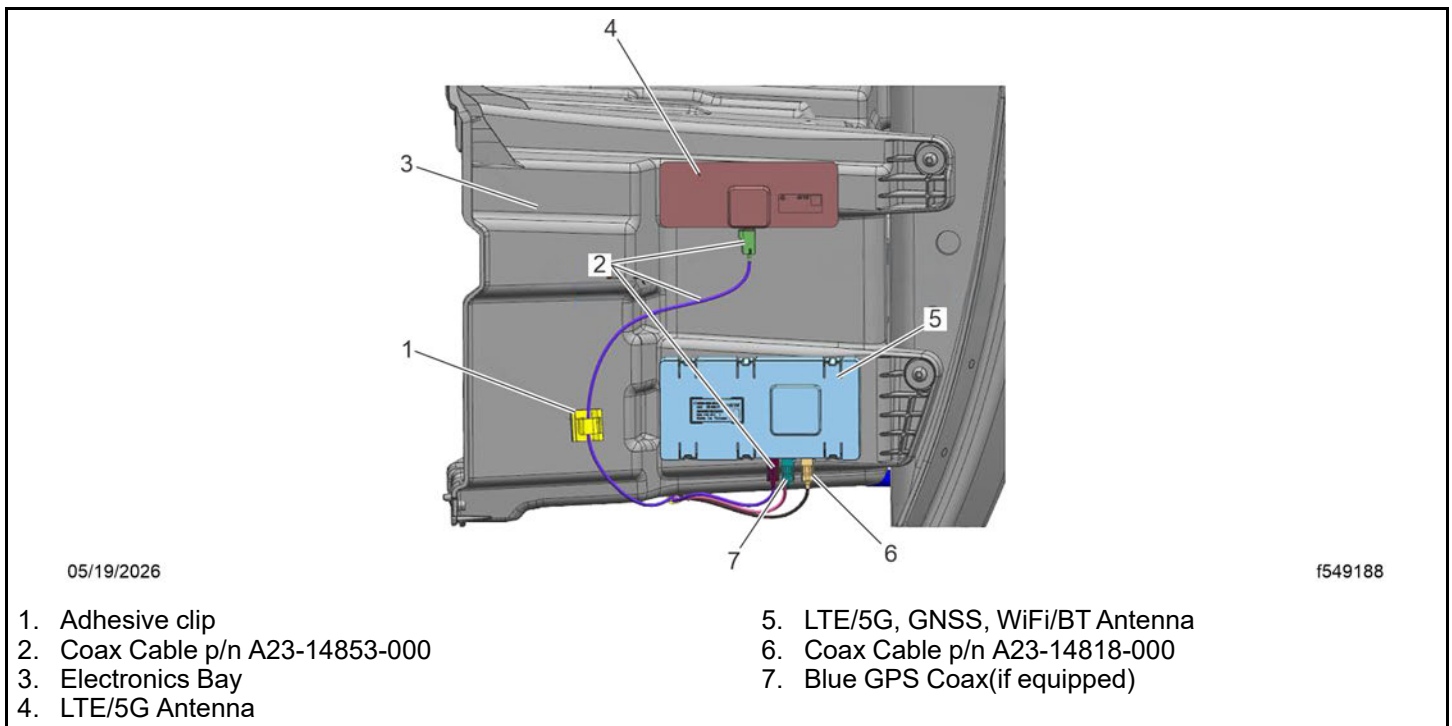


Fig 1, Top View of the Electronics Bay

NOTE: In order to force the CTP components to reset, a power reboot must be performed. If the negative battery cables were not fully removed as instructed in step 3, then the CTP fuse at location F03 within the VPDM will need to be removed and reinstalled prior to performing step 10.

9. Connect the negative battery cable(s) to the main batteries. If so equipped, connect the negative battery cable(s) to the auxiliary batteries.
10. Turn the keyswitch ON and connect to DiagnosticLink. Navigate to 'Fault Codes.' Open any antenna fault codes related to the CTP. Clear any inactive CTP antenna fault codes. Verify that there are no active antenna fault codes related to the CTP. Troubleshoot any active CTP antenna fault codes as required. Disconnect DiagnosticLink from the vehicle.

NOTE: For information on connecting the 5th Generation Cascadia to DiagnosticLink®, see [Checklist - Connecting to 5th Generation Cascadia With DiagnosticLink®](#) in the *Gen 5 DD Platform Electronics and Troubleshooting Manual*.

11. Install the VPDM on the front of the electronics bay, and secure the device using four screws. Install the lower-right floor duct.
12. Install the electronics bay cover, the passenger-side lower dashboard cover, and the top dashboard cover. For detailed instructions, see [Installation of the Dash Top Panel](#), [Installation of the Center Lower Dash Cover](#), and [Installation of the Dash Structure](#) in the *5th Generation Cascadia Workshop Manual*.
13. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF736 (Form WAR261).