

July 2020
SF611AB

Subject: Cascadia CTP Reset

Models Affected: Specific Freightliner Cascadia vehicles manufactured January 16, 2017, through March, 27, 2020, and equipped with DTNA CTP proprietary telematics.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF611 to modify the vehicles mentioned above.

Certain vehicles equipped with DTNA's proprietary Common Telematics Platform (CTP) are not communicating and, therefore, are unable to benefit from over-the-air software updates.

The CTP will be reset and some will also be initialized.

There are approximately 8,400 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 needed for this repair.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF611, a list of the customers and vehicle identification numbers will be available on DTNAConnect.

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF611A	Reset CTP	0.5	996-F078A	12-Repair Recall/Campaign
SF611B	Reset and Initialize CTP	0.9	996-F078B	12-Repair Recall/Campaign

Table 1

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IMPORTANT: When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

Claims for Credit

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. Please reference the following information in OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**SF611-A**, or **SF611-B**).
- In the Primary Failed Part field, enter **25-SF611-000**.
- 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 be included automatically as SRT 939-6010A 0.3 hours.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on July 31, 2021**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACconnect.com.

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

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resaleable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.)

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNACconnect.com/WSC, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Cascadia CTP Reset

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF611 to modify specific Freightliner Cascadia vehicles equipped with DTNA's proprietary Common Telematics Platform (CTP) and manufactured January 16, 2017, through March 27, 2020.

Certain vehicles equipped with DTNA's CTP are not communicating and, therefore, are unable to benefit from over-the-air software updates.

The CTP will be reset and some will also be initialized.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, go to Daimler-TrucksNorthAmerica.com/Contact-Us/. Scroll down to "Locate a Dealer," and select the appropriate brand. The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on July 31, 2021**. 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 Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks 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.Warranty.Campaigns@Daimler.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: Cascadia CTP Reset

Models Affected: Specific Freightliner Cascadia vehicles manufactured January 16, 2017, through March, 27, 2020, and equipped with DTNA CTP proprietary telematics.

Reset and Initialize CTP

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF611 (Form WAR261). If a sticker is present for campaign SF611, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.

NOTICE

DiagnosticLink 8.12 or newer, is required to complete this procedure, as well as a reliable internet connection. The procedure cannot be performed offline. The loss of internet connection may result in failure of the CTP activation.

3. Connect the vehicle to **DiagnosticLink 8.12**, or newer.
4. Using DiagnosticLink version 8.12, or newer, access the troubleshooting tab and select "Symptom." Click the Next button, located on the bottom right side of the screen. See [Fig. 1](#).

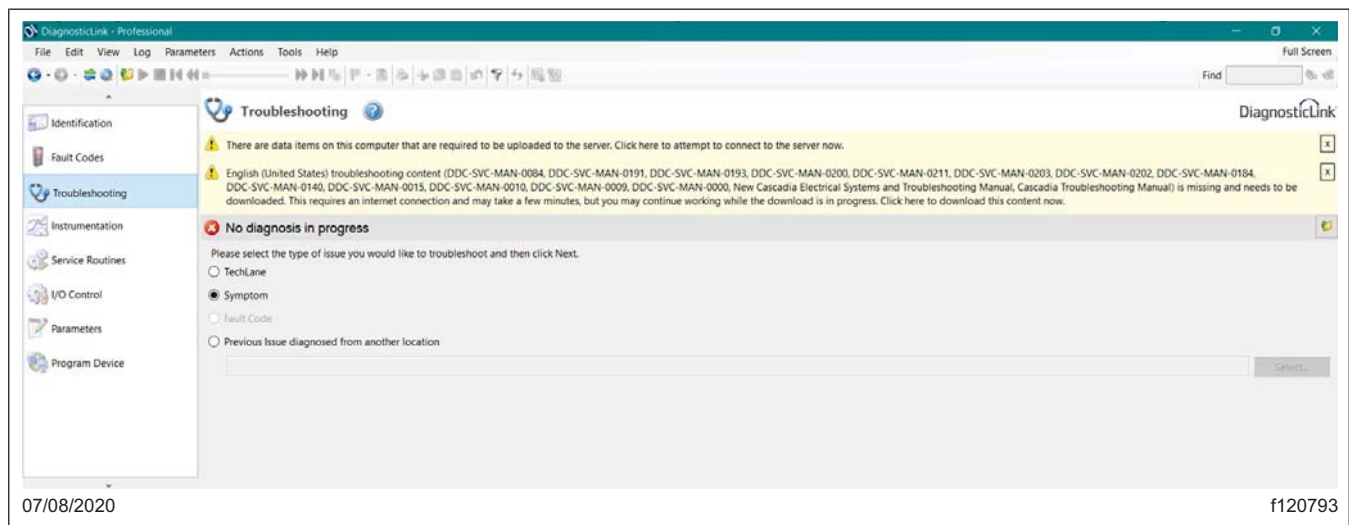


Fig. 1, Click the Troubleshooting Tab

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- From the vehicle selection options, select the applicable New Cascadia model. If DiagnosticLink has already connected to the vehicle, only one option will be available. There is no need to pick any other options from this screen. See Fig. 2 and Fig. 3. Click the Next button to continue.

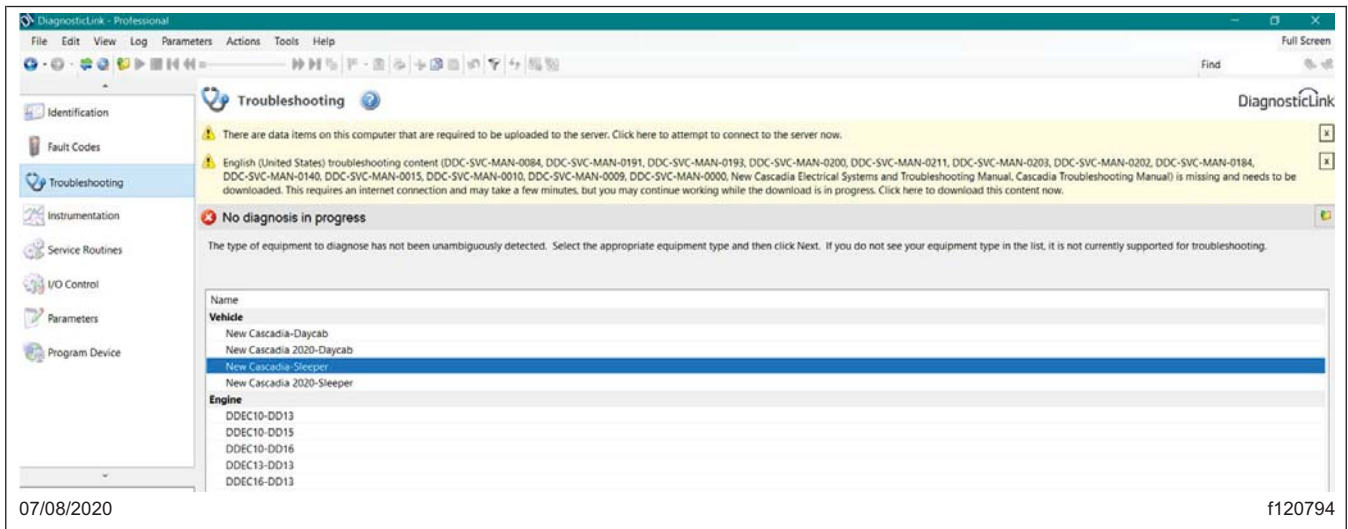


Fig. 2, Selecting the Applicable New Cascadia Model

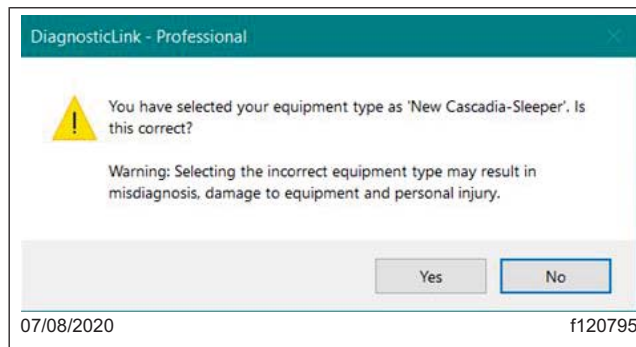


Fig. 3, Verifying Vehicle Selection

- Select "Telematics," then click the Next button to continue.
- Select the "CTP not communicating over the air." Click the Next button to launch the "Advanced Diagnostic" guided procedure.

NOTE: It is **critical** to read and follow the instructions in the guided steps. When prompted, make sure the **CTP is the only controller connected to DiagnosticLink**. Any other controller connected during this process, including J1939 or J1708, may cause the process to fail.

- Follow the guided procedure and, at the end, click "Finish" until the final report is created and the screen returns to the Troubleshooting method selection screen.

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8.1 Review the Report pages, a copy should be saved for your records, click "Finish" to return to the Troubleshooting screen and complete the reset procedure. See Fig.4, Fig.5, and Fig.6.

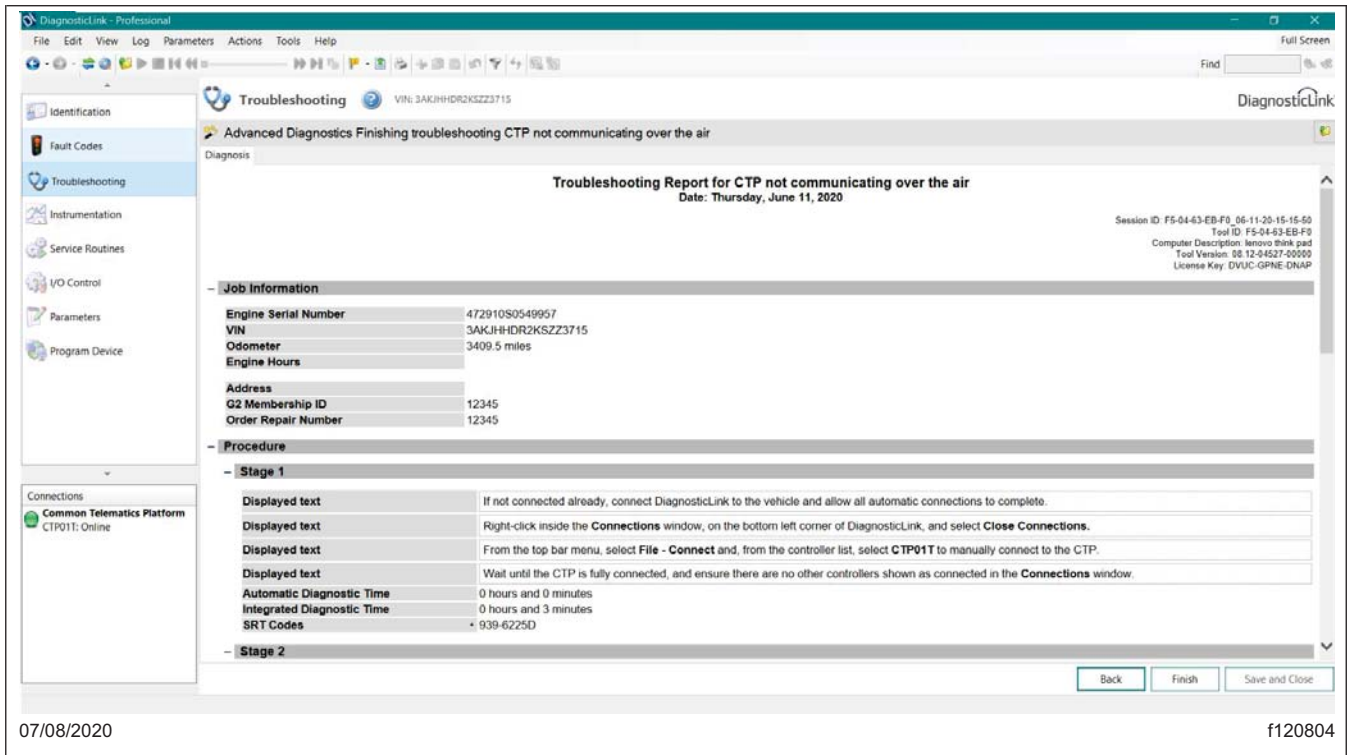


Fig. 4, Troubleshooting Report, Page 1

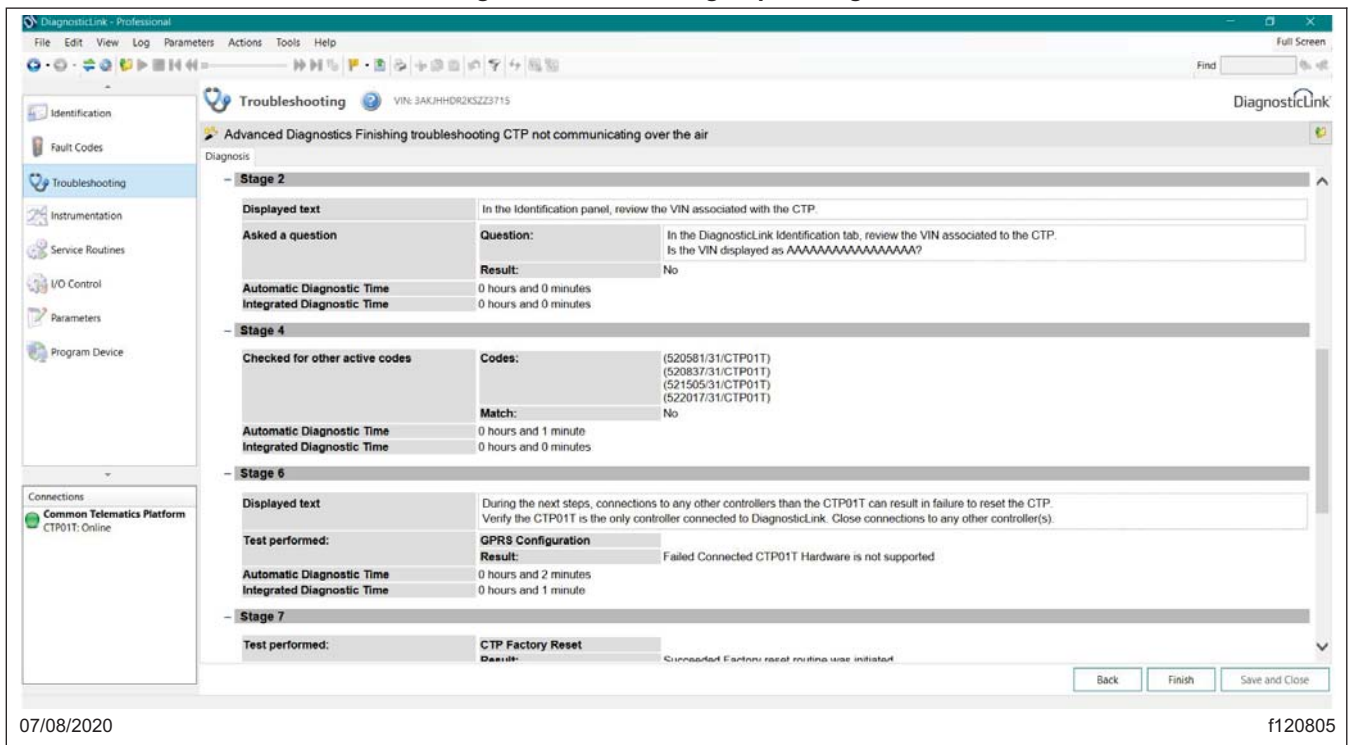


Fig. 5, Troubleshooting Report, Page 2

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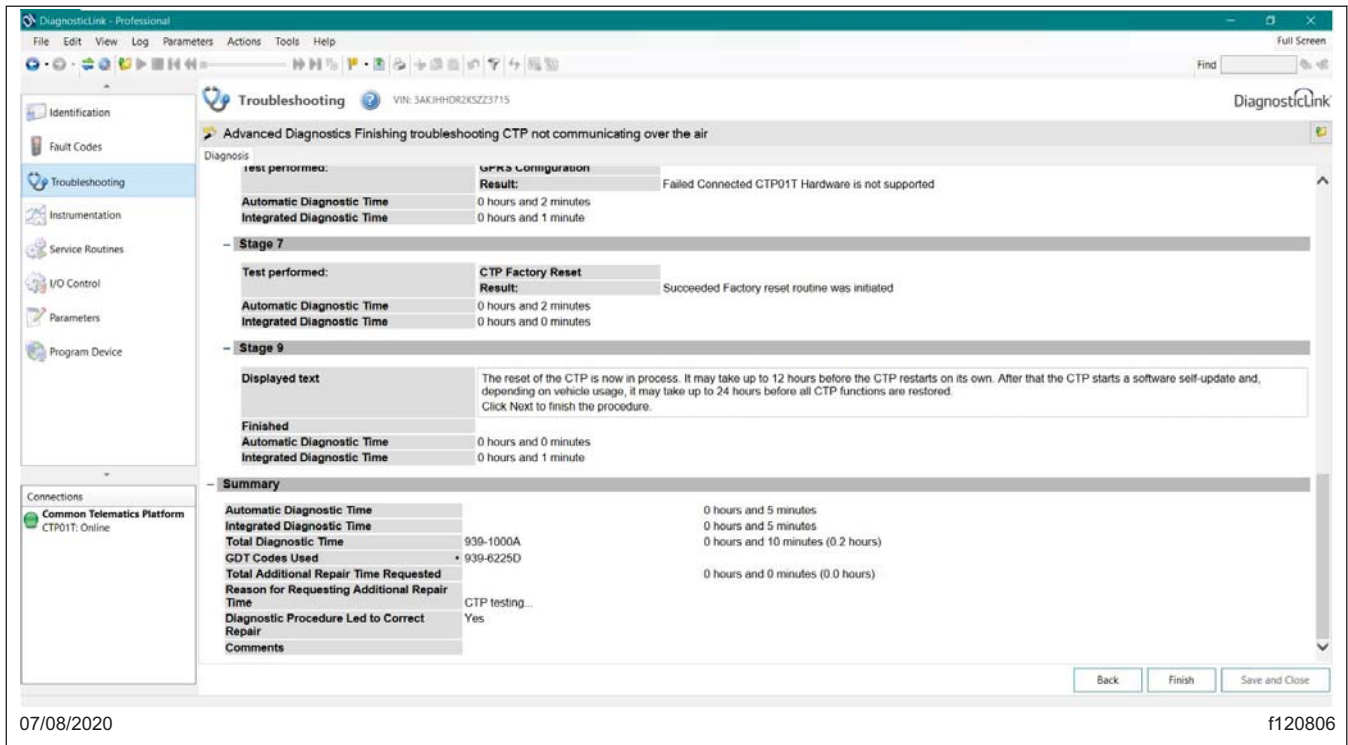


Fig. 6, Troubleshooting Report, Page 3

9. For vehicles SF611A, disconnect the vehicle from DiagnosticLink and go to step 21.
For vehicles in SF611B, do not disconnect DiagnosticLink. **Wait five minutes**, then continue with the next step.
10. Right-click in the Connections window, and select Close Connections. If any failed controller connections remain, shown with a red indicator, right-click and select "Clear All Connection Errors."
11. In DiagnosticLink, click File > Connect and then, one at the time, select the following controllers to manually connect to them.
 - CPC302T
 - ICUC01T
 - CGW04T
 - CTP01T

IMPORTANT: Any other controllers, other than the four listed above, connected to DiagnosticLink may cause the initialization process to fail.

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12. Wait until all four controllers are fully connected and the connection indicators turn green. See **Fig. 7**.

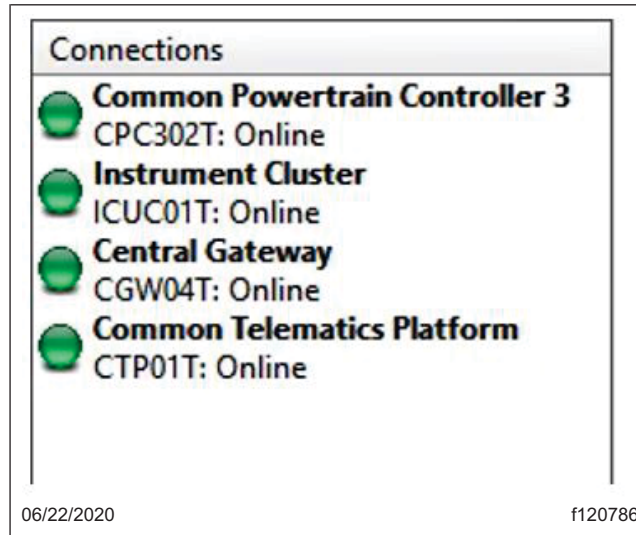


Fig. 7, DiagnosticLink Connections Panel

13. Navigate to "Parameters," allow the parameters to be read, then select the "Initialize CTP" tab. See **Fig. 8**.

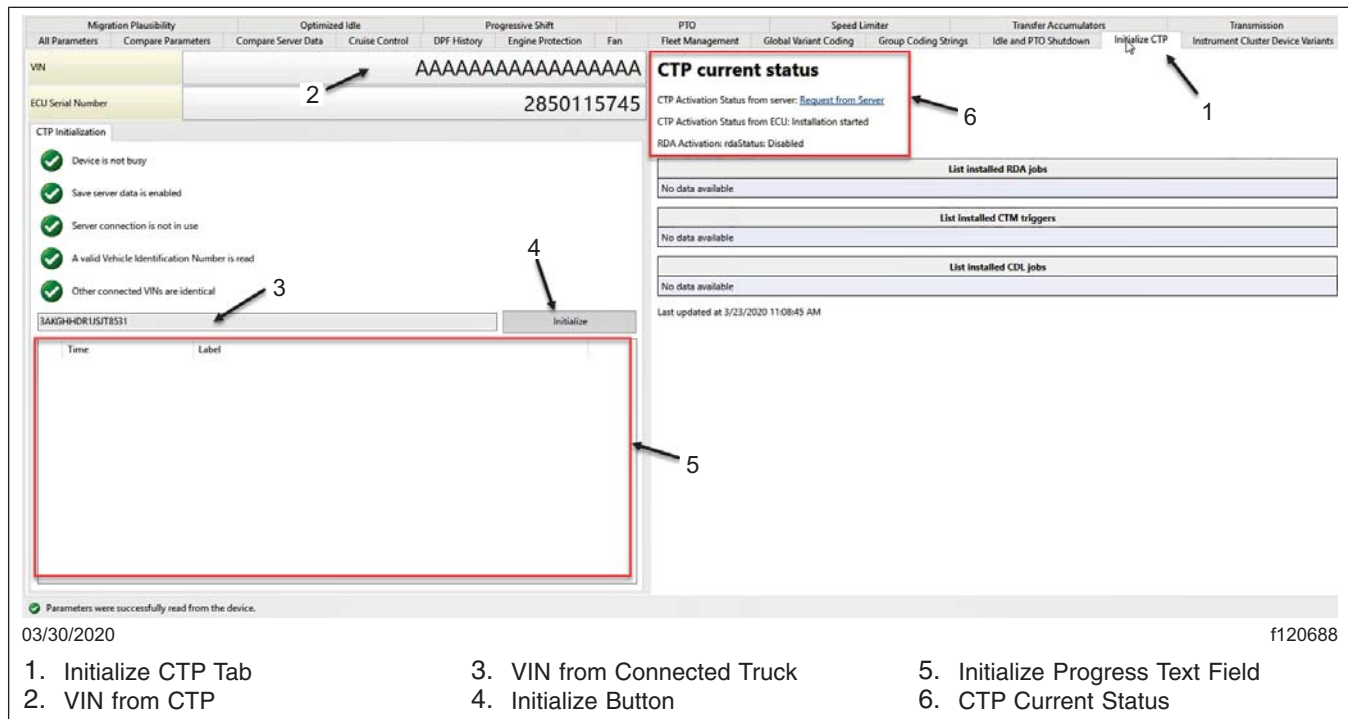


Fig. 8, Initialize Truck Data Center Panel

- Verify the VIN from CTP reads the default AAAAAAAAAAAAAAAAAAAAA or the VIN from the connected truck. Otherwise, remove the CTP and install a new CTP.
- Run the initialization procedure by clicking on the "Initialize" button.
- If prompted, enter user name and password to connect DiagnosticLink to the server.

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17. Wait until the Initialization procedure finishes and the last line in the Initialize progress text field reads: "VIN written to device and the required data was sent to the server."
18. Monitor in the CTP Current Status area of the panel, located in the upper right-hand side, the CTP Activation Status from ECU. Within one to 10 minutes, the status message should change until it reads: Activation OK.
19. Within no more than 10 minutes from the end of the initialization procedure, does the CTP Activation Status from the ECU read "Active OK"?
YES → Go to the next step.
NO → Contact the Detroit Connect Operations Support team via email DetroitConnect@daimler.com or by calling (855) 253-0420 option 2.
20. Disconnect DiagnosticLink.
21. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF611 (Form WAR261) to indicate the work has been completed.