**Field Service Campaign** 

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

**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 DTNAConnect.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 DTNAConnect.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.

# 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

**Field Service Campaign** 

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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** <u>required</u> 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.

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- Identification	Vy Troubleshooting @ Diago	nosticLink
Fault Codes	A There are data items on this computer that are required to be uploaded to the server. Click here to attempt to connect to the server now.	×
V Troubleshooting	b criginal (united states) troduces noting content (UDL-SYC-MAR+000), DC-SYC-MAR+00195, UDL-SYC-MAR+0010, UDL-SYC-MAR+0020, UDL-SYC-MAR	to be
22 Instrumentation	3 No diagnosis in progress	2
Service Routines	Please select the type of issue you would like to troubleshoot and then click Next.  TechLane	
()) I/O Control	Symptom	
Parameters	O fault Code	
Program Device	Previous Issue diagnosed from another location	Selvin
07/08/2020		f120793

#### Fig. 1, Click the Troubleshooting Tab

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5. 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.

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Fault Codes	There are data items on this computer that are required to be uploaded to the server. Click here to attempt to connect to the server now.					
V Troubleshooting	Benjini (United states) troubleshooting content (UDC-SVC-MANP4009), UDC-SVC-MANP40195, UDC-SVC-MANP4020, UDC-SVC-MANP	g Manual) is missing and r	heeds to be			
24 Instrumentation	O diagnosis in progress		C			
Service Routines	The type of equipment to diagnose has not been unambiguously detected. Select the appropriate equipment type and then click Next. If you do not see your equipment type in the list, it is not currently supported for troubleshooting.					
1/O Control	Name					
Parameters	Vehide					
	New Cascadia-Daycab					
Program Device	New Cascadia 2020-Daycab					
	New Cascadia-Steeper					
	new Lascadia Jutor-Sieeper					
	DDFC10-DD13					
	DDE(10-DD15					
	DDEC10-DD16					
	DDEC13-DD13					
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Fig. 2, Selecting the Applicable New Cascadia Model



Fig. 3, Verifying Vehicle Selection

- 6. Select "Telematics," then click the Next button to continue.
- 7. 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.

8. 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**.

DiagnosticLink - Professional						
File Edit View Log Paramet	eters Actions Tools Help	Full Sc				
0.0.\$0.0>=144	=	部回 の ¥ 4 現勤 Find 9				
- Identification	VIN: 3A	KIHHOR2KSZZ3715 Diagnostic				
Fault Codes	Advanced Diagnostics Finishing tro	ubleshooting CTP not communicating over the air				
	Diagnosis					
V Troubleshooting		Troubleshooting Report for CTP not communicating over the air				
Service Routines		Session ID: F5-04-63-EB-F0, 06-11-20-15-16-56 Tovi ID: F5-04-58-EB-F0 Computer Description. Insnova brink pag Tovi Version. 08: 12: 44:527-0000 Uciense Kay, DVUC-GPME-DNAF				
1/O Control	- Job Information	ense ander belevense ander and an				
Parameters	Engine Serial Number VIN	472910S0549957 3AKJHHDR2KSZZ3715				
Program Device	Odometer Engine Hours	3409.5 miles				
	Address G2 Membership ID Order Repair Number	12345 12345				
	- Procedure					
~	- Stage 1					
Connections	Displayed text	If not connected already, connect DiagnosticLink to the vehicle and allow all automatic connections to complete.				
CTP01T: Online	Displayed text	Right-click inside the Connections window, on the bottom left corner of DiagnosticLink, and select Close Connections.				
	Displayed text	From the top bar menu, select File - Connect and, from the controller list, select CTP01T to manually connect to the CTP.				
	Displayed text	Wait until the CTP is fully connected, and ensure there are no other controllers shown as connected in the Connections window.				
	Automatic Diagnostic Time Integrated Diagnostic Time SRT Codes	0 hours and 0 minutes 0 hours and 3 minutes • 039-6225D				
	- Stage 2					
		Back Finish Save and Clos				
2/08/2020		1006				

Fig. 4, Troubleshooting Report, Page 1

DiagnosticLink - Professional				-	a ×
File Edit View Log Param	eters Actions Tools Help				Full Scree
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		HDR2KSZZ3715		Diar	anostici
Identification					gnostica
Fault Codes	Advanced Diagnostics Finishing trouble	eshooting CTP not communicat	ing over the air		
10011 00000	Diagnosis				
Troubleshooting	- Stage 2				
Instrumentation	Displayed text	In the Identification panel, re	view the VIN associated with the CTP.		
Service Routines	Asked a question	Question:	In the DiagnosticLink identification tab, review the VIN associated to the CTP. Is the VIN displayed as AAAAAAAAAAAAAAAA		
100.0		Result:	No		
I/O Control	Automatic Diagnostic Time Integrated Diagnostic Time	0 hours and 0 minutes 0 hours and 0 minutes			
Parameters	- Stage 4				
Program Device	Checked for other active codes	Codes:	(520581/31/CTP01T) (520837/31/CTP01T) (5221505/31/CTP01T) (522017/31/CTP01T)		
		Match:	No		
	Automatic Diagnostic Time	0 hours and 1 minute			
	integrated biagnostic time	o nours and o minutes			
*	- Stage 6				
Common Telematics Platform	Displayed text	During the next steps, conne Verify the CTP01T is the onl	actions to any other controllers than the CTP01T can result in failure to reset the CTP. y controller connected to DiagnosticLink. Close connections to any other controller(s).		
	Test performed:	GPRS Configuration Result:	Failed Connected CTP01T Hardware is not supported		
	Automatic Diagnostic Time Integrated Diagnostic Time	0 hours and 2 minutes 0 hours and 1 minute			
	- Stage 7				
	Test performed;	CTP Factory Reset	Successfed Factory resol mutine was initiated		
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# **Field Service Campaign**

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File Edit View Log Parame	Actions loois Help			Fuil Screen
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Identification	VIN: 3AKJHHD	8285223715		DiagnosticLink
E Sun Casta	Advanced Diagnostics Finishing troubles	hooting CTP not communicat	ing over the air	<b>1</b>
Ce Troubleshooting	Diagnosis rest performed:	GPRS Configuration	Failed Connected CTP01T Hardware is not supported	^
22 Instrumentation	Automatic Diagnostic Time Integrated Diagnostic Time	0 hours and 2 minutes 0 hours and 1 minute		
Service Routines	- Stage 7			
() I/O Control	Test performed:	CTP Factory Reset Result:	Succeeded Factory reset routine was initiated	
Parameters	Automatic Diagnostic Time Integrated Diagnostic Time	0 hours and 2 minutes 0 hours and 0 minutes		
Program Device	- Stage 9			1
	Displayed text	The reset of the CTP is now depending on vehicle usage Click Next to finish the proce	in process. It may take up to 12 hours before the CTP restarts on its own. After it may take up to 24 hours before all CTP functions are restored, dure.	er that the CTP starts a software self-update and,
	Finished Automatic Diagnostic Time Integrated Diagnostic Time	0 hours and 0 minutes 0 hours and 1 minute		
*	- Summary			
Connections Common Telematics Platform CTP01T: Online	Automatic Diagnostic Time Integrated Diagnostic Time Total Diagnostic Time GDT Codes Used Total Additional Repair Time Requested Reason for Requesting Additional Repair	939-1000A 939-6225D	0 hours and 5 minutes 0 hours and 5 minutes 0 hours and 10 minutes (0.2 hours) 0 hours and 0 minutes (0.0 hours)	
	Time Diagnostic Procedure Led to Correct Repair Comments	CTP testing Yes		,
				Back Finish Save and Close
07/08/2020				f120806

Fig. 6, Troubleshooting Report, Page 3

- 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 manu-ally 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.

Migration Plausibility All Parameters Compare Para	Optimized Idle meters Compare Server Data Cruise Control	Progressive Shift DPF History Engine Protection Fan	PTO Speed Limiter Fleet Management Global Variant Coding Grou	Transfer Accumulators Transmission oup Coding Strings Idle and PTO Shutdown Inițialize CTP Instrument Cluster Device V	niants
VIN	1	ААААААААААААААААА	CTP current status		
ECU Senal Number	2	2850115745	CTP Activation Status from server: <u>Request from Server</u> CTP Activation Status from ECU: Installation started RDA Activation: rdaStatus: Disabled	6 1	
Device is not busy				List installed RDA jobs	
Save server data is enabled			No data available		
Server connection is not in	use			List installed CTM triggers	
A valid Vehicle Identificatio	on Number is read	4	No data available		_
	2	1	No data available	List installed CDL jobs	_
Other connected VINs are	identical 5	<b>`</b>	I act undated at 2/32/2020 31-08-45 AM		
			<b>-</b> 5		
Parameters were successfully rea 03/30/2020	d from the device.			f120	688
<ol> <li>Initialize C<sup>-</sup></li> <li>VIN from C</li> </ol>	TP Tab TP	<ol> <li>VIN from Cor</li> <li>Initialize Butt</li> </ol>	nnected Truck on	<ol> <li>Initialize Progress Text Field</li> <li>CTP Current Status</li> </ol>	

Fig. 8, Initialize Truck Data Center Panel

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

- 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**  $\rightarrow$  Go to the next step.

 $NO \rightarrow Contact$  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.