#### Subject: Freightliner & Western Star Trucks w/ Cummins Engines - Cruise Control Indicator Light

Models Affected: Specific model years 2022-2023 Freightliner Cascadia, 108SD, 114SD, and Western Star 47X/49X vehicles, equipped with Cummins engines, not equipped with Adaptive Cruise Control (ACC), manufactured from November 9, 2021, through April 19, 2022.

### **General Information**

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 SF661A to modify the vehicles mentioned above.

Due to a central gateway module software issue, the cruise control telltale is not being displayed in the instrument cluster. This only applies to trucks that do not have Adaptive Cruise Control (ACC).

The central gateway module software will be updated to restore functionality of the cruise control lamp.

There are approximately 740 vehicles involved in this campaign.

#### 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**

This is a software update; no replacement parts required.

## Labor Allowance

 Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF661A	Program CGW	0.5	996-F146A	12-Repair Recall/Campaign
	Inspect Only (Software Already at Correct Level)	0.3	996-F146B	06-Inspect

Table 1

#### **IMPORTANT - Before Beginning Work:**

- Check OWL to ensure the vehicle is involved and the campaign has not previously been completed.
- Check the vehicle for a completion sticker.

#### **IMPORTANT - After Repair is Complete:**

- Attach a gray completion sticker (Form WAR261) to the base completion label (Form WAR259). If the vehicle does not already have a base completion label, clean a spot on the appropriate location of the vehicle, and attach a base completion label, prior to installing the completion sticker.
- Failure to install a campaign completion sticker may result in a chargeback of the campaign claim.

#### **Claims for Credit**

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting a claim. Please reference the following information in OWL:

- All claims must be submitted within 30 days of the repair date.
- Claim type is Field Service Campaign.
- In the Campaign field, enter the campaign number and population/group code (SF661-A).
- In the Primary Failed Part field, enter 25-SF661-000.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 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 November 30, 2023**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter (ICI) posted on the DTNA Portal.

**For Support:** Contact the Warranty Campaigns Department via the Warranty Support Center (WSC) link on the DTNA Portal, or the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket or contact your International Service Manager.

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## **Copy of Notice to Owners**

#### Subject: Freightliner & Western Star Trucks w/ Cummins Engines - Cruise Control Indicator Light

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 SF661A to modify specific model years 2022-2023 Freightliner Cascadia, 108SD, 114SD, and Western Star 47X/49X vehicles, equipped with Cummins engines, not equipped with Adaptive Cruise Control (ACC), manufactured November 9, 2021, through April 19, 2022.

Due to a central gateway module software issue, the cruise control telltale/indicator is not being displayed in the instrument cluster. This only applies to trucks that do not have Adaptive Cruise Control (ACC).

The central gateway module software will be updated to restore functionality of the cruise control lamp.

Please contact an authorized DTNA dealer to arrange to have the campaign performed. The campaign will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at NorthAmerica.DaimlerTruck.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on November 30, 2023**. 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, DTNA will not pay for any damage caused by failure to properly maintain your vehicle. DTNA 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, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.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: Freightliner & Western Star Trucks w/ Cummins Engines - Cruise Control Indicator Light

Models Affected: Specific model years 2022-2023 Freightliner Cascadia, 108SD, 114SD, and Western Star 47X/49X vehicles, equipped with Cummins engines, not equipped with Adaptive Cruise Control (ACC), manufactured from November 9, 2021, through April 19, 2022.

## **Cummins Cruise Control Indicator Lamp - Software Update**

- 1. Check the base label (Form WAR259) for a completion sticker for SF661 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
- 2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
- 3. Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle.
- 4. Connect the other end of the RP1210B-compliant vehicle diagnostic adaptor to the laptop.
- 5. Open DiagnosticLink®.

IMPORTANT: Make sure that DiagnosticLink is updated to the latest version (8.16SP4 at the time of publication, or newer) before programming the vehicle.

6. To update DiagnosticLink, from the menu bar, select 'Tools,' then select 'Update' from the dropdown menu. See Fig. 1.



Fig. 1, Updating DiagnosticLink to the Latest Version

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7. When programming, DTNA recommends configuring DiagnosticLink to connect only to the central gateway (CGW).

Follow the substeps to make this change in DiagnosticLink.

- 7.1 Select 'Tools' from the top menu, then select 'Options' from the dropdown menu.
- 7.2 Select the 'Connection' tab. See Fig. 2.

NOTE: Make sure no other checkboxes are selected.

- 7.3 Select the checkbox corresponding to 'Central Gateway.' See Fig. 2.
- 7.4 Select the 'Select Defaults' button, then select 'Apply.' See Fig. 2.

Options			? ×
Fleet Information	Display Server Connection Support	Warnings	
Use t appli	these settings to specify how the application ication from establishing connections.	on connects to devices. Note that incorrectly modifying t	hese settings may prevent the
CAESAR Hardwar	re: A+J+Y V Translator Devic	ee: USB-Link 2 SID Configure	Enable MVCI server
- Standard Device	s to Automatically Connect		
Enable autor	natic connection of SAE standard J1708 an	d J1939 devices	
Restrict SAE	standard J1708 and J1939 connections to p	owertrain devices only	
		,	С
Proprietary Devi	ces to Automatically Connect		
	Steering Angle Sensor	SASUTI	Select Defaults
0DS-23	Instrument Cluster	ICC501T/ICU3S_M2/ICU3S_P3/ICU4ME/ICUC01T	
0DS-25	HVAC Front	HVAC_F01T	Select All
UDS-33	Signal and Actuator Module (Cabin)	MUX101B/SAMCAB_P3/SSAM02T	
✓ 4 UDS-37	Central Gateway	CGW_P3/CGW02T/CGW03T/CGW04T	Select None
UDS-40	Instrument Cluster Screen	ICS01T	
0DS-42	Radar Frontend	RDF01T/RDF02T	
UDS-47	Chassis Level Control System	CLCS01T	
UDS-48	Electronic Air Pressure Unit 2	EAPU02T/EAPU03T	
UDS-49	Modular Switch Field	MSF_P3/MSF01T	D,
UDS-58	HVAC Parksmart	HVAC_P01T	
UDS-61	Aftertreatment Control Module	ACM02T/ACM21T/ACM301T	~
		ОК	Cancel Apply
14/2022			f12132
Select the 'Co Select the che	nnection' tab. eckbox next to 'Central Gateway.	C. Select the 'Select Defaults' D. Select 'Apply.'	button.

Fig. 2, Configuring DiagnosticLink to Connect to CGW

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NOTE: The sign-in to the server will remain active until DiagnosticLink is closed.

8. Connect to the server using your DTNA Portal credentials. See Fig. 3.

Authentication			
Please enter your user name and password.			
<u>U</u> ser Name			
Remember my user name			
Password			
Logon Help			
You have 60 days remaining before a server login is required to keep the tool active.			
OK Cancel			
01/14/2021 f12084			

Fig. 3, Login Window

9. Go to the 'Identification' tab. Expand the 'CGW04T - Central Gateway' row, and verify the 'Software Part Number.' See Fig. 4.

Is the 'Software Part Number' already displayed as A0004489127 ZGS 003 (SF661-A) or A0004489227 ZGS 005 (SF661-B)?

 $\textbf{YES} \rightarrow \text{The CGW04T}$  has already been updated to the latest version, no further repair is required. Go to step 32.

Full Screet Q • Q • # Q ♥ ► Ⅲ H H =--- Identification 
 Z022 Western Star New 4700 Chassis 6 x 4 Truck
 Vite Science Chassis 6 x 4 Truck DiagnosticLink Identification on Standard Central Gateway Monitoring Compare Configuration Stored Data Fault Codes - CGW04T - Central Gateway App. 525762 Troubleshooting Device Configuration Software Mode ^A Running in Application M Instrumentation Device Information Service Routine midline 20.46.4 Diagnostic Version ECU Serial Number VO Control 32 30 35 Parameters A000 448 88 27 2G5 009 lagnostic Variant B Program Device 40 Vehicle Identification SKIND FE 10.42 M Daycab Equipment Type Connections 11/09/2022 f121324 A. Select 'CGW04T - Central Gateway.' B. Verify the 'Software Part Number.'

 $\textbf{NO} \rightarrow \textbf{The CGW04T}$  will need to be programmed. Go to step 10.

Fig. 4, Verifying the Software Part Number

10. Go to the 'Parameters' tab. See Fig. 5.

DiagnosticLink will read the parameters of the connected ECUs. Wait for the message 'Parameters were successfully read from the device' to be displayed. See **Fig. 5**.



Fig. 5, Reading the ECU Parameters

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11. Go to 'Program Device,' and make sure the correct vehicle identification number (VIN) appears in the window. See Fig. 6.

If the VIN that appears is incorrect, select 'Remove' at the far right of each VIN. Select 'Remove All' at the bottom of the screen if multiple VINs are to be removed. See **Fig. 6**.



Fig. 6, Removing the Pending Requests

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- 12. To connect DiagnosticLink to the connected vehicle, select 'Connected unit.' See Fig. 7.
- 13. To manually connect DiagnosticLink to the vehicle, select 'Add request,' shown in Fig. 7. Manually enter the VIN, and select the device to be added. Select 'OK.' See Fig. 8.



Fig. 7, Selecting Connected Unit



# **Field Service Campaign**

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14. Make sure that the VIN that appears is correct. Then select 'Download data from server.' See Fig. 9.

🚯 DiagnocticLink - Professional			- 5 X
File Edit View Log Parar	Here Actions Tools Help Hel Hel =		Find Screen
-	Program Device 2022 Western Star New 4700 Chassis 6 x 4 Truck		DiagnosticLink
Fault Codes	Gather server data Select operation Program device		→ Unit data management
Troubleshooting	Connected unit		
25 Instrumentation	▲ FE FE 4211 - 2022 Western Star New 4700 Chassis Server data has not been downloaded for this unit.		
Service Routines	A There are not enough devices connected to determine if the detected identification information is correct.		
Parameters	Please venity the unit identity: • IFE 42 - 2022 Western Star New 4700 Chassis - the primary connected device identity Clience category entromation - manually enter unit seenthy	— A	
Connections Connections Connections Connections			
	B Download data from server		
11/09/2022			f121328
A. Verify the	VIN that appears is correct.	B. Select 'Download data from server.'	

Fig. 9, Downloading Data from Server

15. Once the data download is complete, select 'Next.' See Fig. 10.





- 16. Flash the CGW as follows.
  - 16.1 Select 'CGW02T Central Gateway OK' as the device to program.' See Fig. 11.
  - 16.2 Select 'Replace Device Setting with Server Configuration' as the reprogramming operation. See Fig. 11

NOTE: 'Latest' is the last service record (may be an old software), and 'Newest' is the most up-to-date software available. If the last service record is the most up-to-date software available, no 'Newest' record will be provided; select 'Newest.' If 'Newest' is not available, select 'Latest.'

16.3 Select the appropriate configuration to apply to the device, then select 'Next. See Fig. 11.

	2017 Freightliner 114SD 6 x 4 Truck	
Identification	ESN:	
Fault Codes	Gather server data Select operation Program device	
V Troubleshooting	← 2017 Freightliner 114SD Wnit data last downloaded today at 2:10 PM. Powertrain status: 1 device errors and 3 missing devices chasis status: 000000000000000000000000000000000000	
Instrumentation	Select the device to program	
Service Routines	© Connected Powertrain - Connected CPCOAT hurdware does not match expected Connected ACM21T hardware does not match expected Connected ACM22T hardware does not match expected	
1/O Control	CPC04T - Common Powertrain Controller 4 - OK	
Parameters	CGW02T - Central Gateway - OK     CALL Control Module 2.1 - Preset values cannot be obtained - valid 6NAC not found (ACM2117)	
Program Device	ICCS017 - Instrument Cluster 5 - Manual connection required for programming     BHM_J1939 - Bulkhead Module - Manual connection required for programming	
Flash B	Select the reprogramming operation you wish to take place Replace Device Settings with Server Configuration	
Application Status	Select the configuration to apply to the device O Factory - OK	
	Newest - OK	
Ě	C	
Logged Connections (pause	d)	
CGW04T: Online	Þ	
	- Back Next	
11/09/2022		f121330
<ul> <li>A. Select 'CGW02T - Central Gatewa</li> <li>B. Select 'Replace Device Settings w</li> <li>C. Select the configuration to apply to</li> </ul>	y - <i>OK</i> .' ith Server Configuration.' o the device.	
D. Select 'Next.'		

Fig. 11, Configuring DiagnosticLink for Device Programming

# **Field Service Campaign**

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#### 17. Verify the VIN and hardware part number, then select 'Start' to program the selected device. See Fig. 12.



Fig. 12, Starting to Flash CGW

## **Field Service Campaign**

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#### 18. The updated software and parameters will be installed on the device. See Fig. 13.

Ele Edit View Log Baramete	ers Actions Iools Help	200 V 4 2 2 2 2		Find	Full Screen
22 Instrumentation	Gather Data > Select Operation > Program D	eightliner New Cascadia 126 Sleep Stotomatoda 31 5 evice	per Cab 6 x 4 Truck-Tractor	D	iagnosticLink
Image: Service Routines         Image: VO Control         Image: Record record         Image: Record record record         Image: Record record record record         Image: Record reco	Processing: CGW02T - Central Ga - CGW02T - Central Gateway Flash Firmware: 7.3% Complete Operation Information Operation Settings Configuration Settings	Replace Device Settings with S Newest Current	erver Configuration (same device) Target	Processing	Î
Connections Central Gateway CGW04T: Online	Software Part Number - IOE1 Application Software Part Number - IOE1 Application Software Part Number - IOE2 Application Software Part Number - IOE2 Parameters Software Part Number - IOE3 Application Software Part Number - IOE3 Application Software Part Number - IOE4 Application Software Part Number - IOE4 Parameters Software Part Number - IOE4 Parameters Software Part Number - Marquardt Identification	© A002448755-001 (15.35.0) A002448755-001 A002448755-001 A002448755-001 © A002448755-001 © A002448755-001 © A002448355-001 © A0024488058-001 © A0024488058-001 A0014486058-001 Current Current	A0034480058-001 (SSAM021 [Jo.], app. [32000) A0034480156-001 (SSAM021 [Jo.], app. [32000) A0034480156-001 (SSAM021 [JO.], app. [32000) A0024488258-001 (SSAM021 [JO.], app. [390600) A0034480358-001 (SSAM021 [JO.], app. [390600) A0034480358-001 (SSAM021 [JO.], app. [32000) A0034480358-001 (SSAM021 [JO.], app. [32000) A0034480458-001 (SSAM021 [JO.], app. [32000) A0034480458-001 (SSAM021 [JO.], app. [32000) A0034480458-001 (SSAM021 [JO.], app. [32000) A0034480458-001 (SSAM021 [JO.], app. [32000) A0014480058-001 (SSAM021 [JO.], app. [32000] A0014480058-001 (SSAM021 [JO.], app. [32000] A001480058-001 (SSAM021 [JO.], app. [32000] A001480		
	Vehicle Identification Number Engine Serial Number Hardware ECU Serial Number Hardware Part Number	OAKHHIDD2KS23315 FFFFFFFFFFFFFFF A06-94904-002		Back	Start Next
11/09/2022					f121332

Fig. 13, Programming the Device

- 19. Once the programming is complete, a message will be displayed: 'Programming was successfully completed.' Select 'Finish.'
- 20. Turn the ignition to the OFF position, then disconnect DiagnosticLink from the vehicle.
- 21. Close and restart DiagnosticLink, then wait for one minute.
- 22. Cycle the ignition three times. Wait for 30 seconds between key OFF and key ON.

NOTE: This action will enable intelligent predictive powertrain control (IPPC) to start communicating on roll call, and eliminate the fault codes for the IPPC not communicating.

23. Turn the ignition to the ON position for the fourth time, then connect the vehicle to DiagnosticLink.

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24. From the menu bar, select 'Actions,' then go to 'Instrument Cluster Automatic Configuration.' See Fig. 14.



Fig. 14, Opening the Instrument Cluster Automatic Configuration Window

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25. Verify that 'Auto-config ECU List' is selected. Select 'Start' to begin the automatic configuration of the instrument cluster. See Fig. 15.

	Instrument Cluster Automatic Configuration	? ×	
	Choose one of the Instrument Cluster automatic configuration routines and press 'Start'. This will cause the Instrument Cluster to learn the ECU/device list and/or Global Variant Coding from other devices on the vehicle, and clear the "Auto Config routine not performed" fault, if present.	Auto configuration of ECU list has not been performed active	
	NOTE: If the "Incompatible ECU variant in the SMF" fault is active after executing the automatic configuration routine, this is an indication that a device is incorrect for the vehicle or that the Instrument Cluster SMF needs to be updated. See the "Instrument Cluster Device Variants" panel in the Parameters view for more information.	Incompatible/missing ECU variant in Warning Database active	
	Time Label		
		A B	
	Auto-config ECU List: Procedure can start	Auto-config ECU List	
11/09/2022			f121333
A. Select 'Auto-con	fig ECU List.' E	B. Select 'Start.'	

Fig. 15, Instrument Cluster Automatic Configuration Window

- 26. Once the configuration is complete, turn the ignition to the OFF position, then disconnect DiagnosticLink from the vehicle.
- 27. Close and restart DiagnosticLink, then wait for one minute.
- 28. Turn the ignition to the ON position, then connect the vehicle to DiagnosticLink.
- 29. Clear any inactive faults, and troubleshoot the active faults, if any.
- 30. Turn the ignition to the OFF position, disconnect DiagnosticLink from the vehicle, and close DiagnosticLink.

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31. Inside the cab, carefully remove the label that reads 'IMPORTANT CRUISE CONTROL LAMP WILL NOT ILLUMINATE WHEN CRUISE IS ACTIVATED.' The label is located on the dash A-panel, near the driver instrument panel. See Fig. 16.



Fig. 16, Removing the Label

IMPORTANT: Carefully remove any remaining adhesive residue from the panels after the labels are removed.

32. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF661 (Form WAR261), indicating this work has been completed.