

March 2024
SF673 A-B

Subject: Common Telematics Platform (CTP) Installation and Initialization

Models Affected: Specific model years 2018-2023 Freightliner Cascadia; and Western Star 49X vehicles, manufactured March 16, 2017, through February 2, 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 SF673 A-B to modify the vehicles mentioned above.

Vehicles are no longer able to communicate with Daimler Truck North America (DTNA) via the Common Telematics Platform (CTP) as the backend server certificates on the device have expired.

The CTP will be replaced and initialized to reestablish DTNA connectivity services.

There are approximately 10,076 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

Replacement parts are now available and can be obtained by ordering the kit and/or part number(s) listed below from your facing Parts Distribution Center (PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF673, 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 campaign.

Table 1 - Replacement Parts for SF673

Campaign Number	Kit/Part Number	Kit/Part Description	Qty.
SF673 A	25-SF673-001	KIT - SERVICE CTP2 MODULE	1
	66-11663-000	ANTENNA-4G CELL	1
SF673 B	25-SF665-000	KIT - SERVICE CTP2	1
ALL GROUPS	WAR261	BLANK COMPLETION STICKER	1

Table 1

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF673 A	Install New CTP, 4G Antenna, & Initialize	0.9	996-F164A	12-Repair Recall/Campaign
SF673 B	Install New CTP, & Initialize	0.7	996-F164B	12-Repair Recall/Campaign

Table 2

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 (**SF673-A or SF673-B**).
- In the Primary Failed Part field, enter **25-SF673-000**.
- 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 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 March 31, 2025**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter (ICI) posted on the DTNA Portal.

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.) Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department using the Warranty Support Center (WSC) app located on the DTNA Portal. Export distributors submit a WSC inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Common Telematics Platform (CTP) Installation and Initialization

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 SF673 A-B to modify specific model years 2018-2023 Freightliner Cascadia; and Western Star 49X vehicles, manufactured March 16, 2017, through February 2, 2022.

Vehicles are no longer able to communicate with Daimler Truck North America (DTNA) via the Common Telematics Platform (CTP) as the backend server certificates on the device have expired.

The CTP will be replaced and initialized to reestablish DTNA connectivity services.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately one hour and will be performed **free of charge**. 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 March 31, 2025**. 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, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, 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: Common Telematics Platform (CTP) Installation and Initialization

Models Affected: Specific model years 2018-2023 Freightliner Cascadia; and Western Star 49X vehicles, manufactured March 16, 2017, through February 2, 2022.

CTP Replacement, 4G Antenna Installation, CTP Initialization

1. Check the base label (Form WAR259) for a completion sticker for SF673 (Form WAR261), indicating this work has been done. The base label is usually located on the passenger door 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. Remove the electronics bay cover and the passenger-side lower dash cover. For instructions, see Group 60 of the applicable workshop manual.

NOTICE

Make sure that the cab floor is clear of debris and tools. If the VPDM is lowered on to debris, especially metal objects, it could permanently damage the VPDM.

IMPORTANT: The VPDM is positioned on the mounting tabs to assist with retaining the VPDM in position while mounting fasteners are removed. Care should be taken so the VPDM does not fall to the floor after all four mounting fasteners have been removed.

4. Remove the four VPDM mounting fasteners, then gently lower the VPDM on to the cab floor. See [Fig. 1](#).



Fig. 1, Lowering the VPDM to the Cab Floor

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5. Locate the CTP on the top shelf of the electronics bay, and disconnect the electrical connectors from the CTP ECU.
 6. Press the CTP ECU firmly towards the back of the electronics bay to release the ECU from the forward-mounting slots, and lift the ECU.
 7. Remove the CTP ECU from the vehicle.
 8. After removing the ECU, mark an 'X' on the CTP label to identify it as old, and to eliminate any chance of installing the ECU on another vehicle.
 9. Determine the correct replacement CTP part(s) to be installed.
 - **SF673 A** → Install the new CTP2 (25-SF673-001) and the new 4G antenna (66-11663-000).
 - **SF673 B** → Install the new CTP2 (25-SF665-000). No antenna replacement needed.
 10. Position the new CTP ECU in the electronics bay and then press the ECU firmly towards the back of the shelf. Lower the front of the ECU on to the surface of the shelf and adjust its position horizontally until the tabs on the ECU are fully seated in the mounting slots.
 11. Connect the CTP antennas to the matching color connector on the CTP. See [Fig. 2](#).
- Only for vehicles in SF673 A:*
- 11.1 Install the new 4G antenna. See [Fig. 3](#).
 - 11.2 Route the 4G antenna cable, as shown in [Fig. 4](#).
 - 11.3 Mounting location of the 4G antenna is identified in [Fig. 4](#).

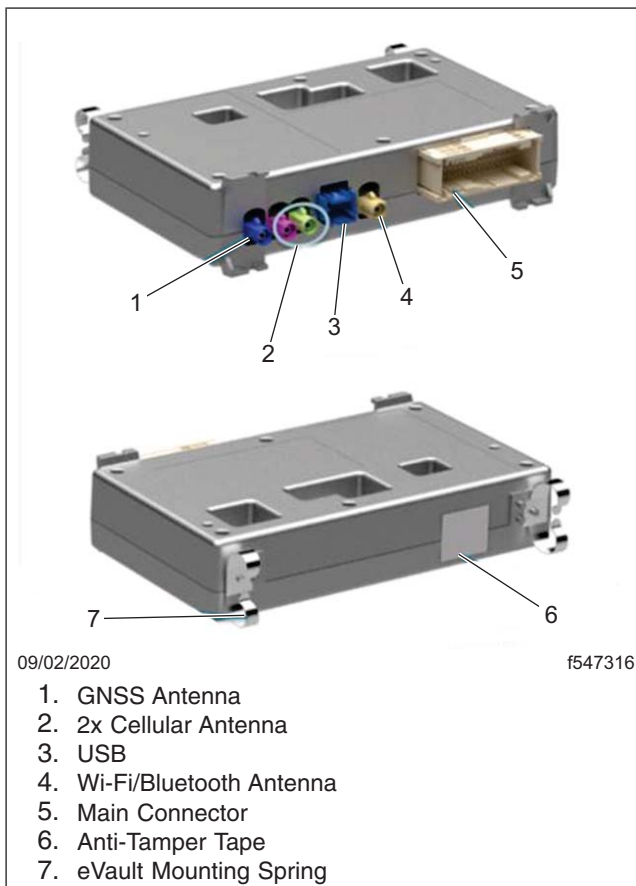


Fig. 2, CTP2 Connection Locations

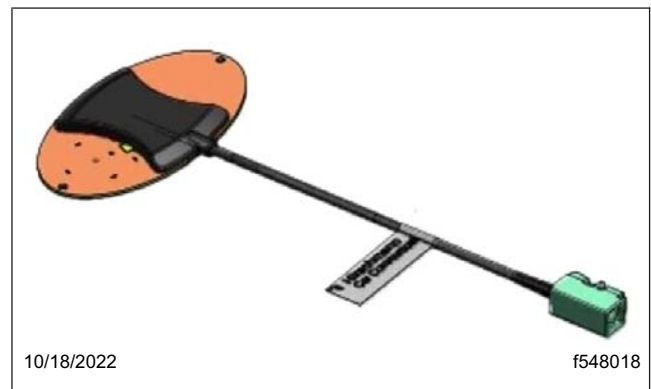


Fig. 3, 4G Cellular Antenna

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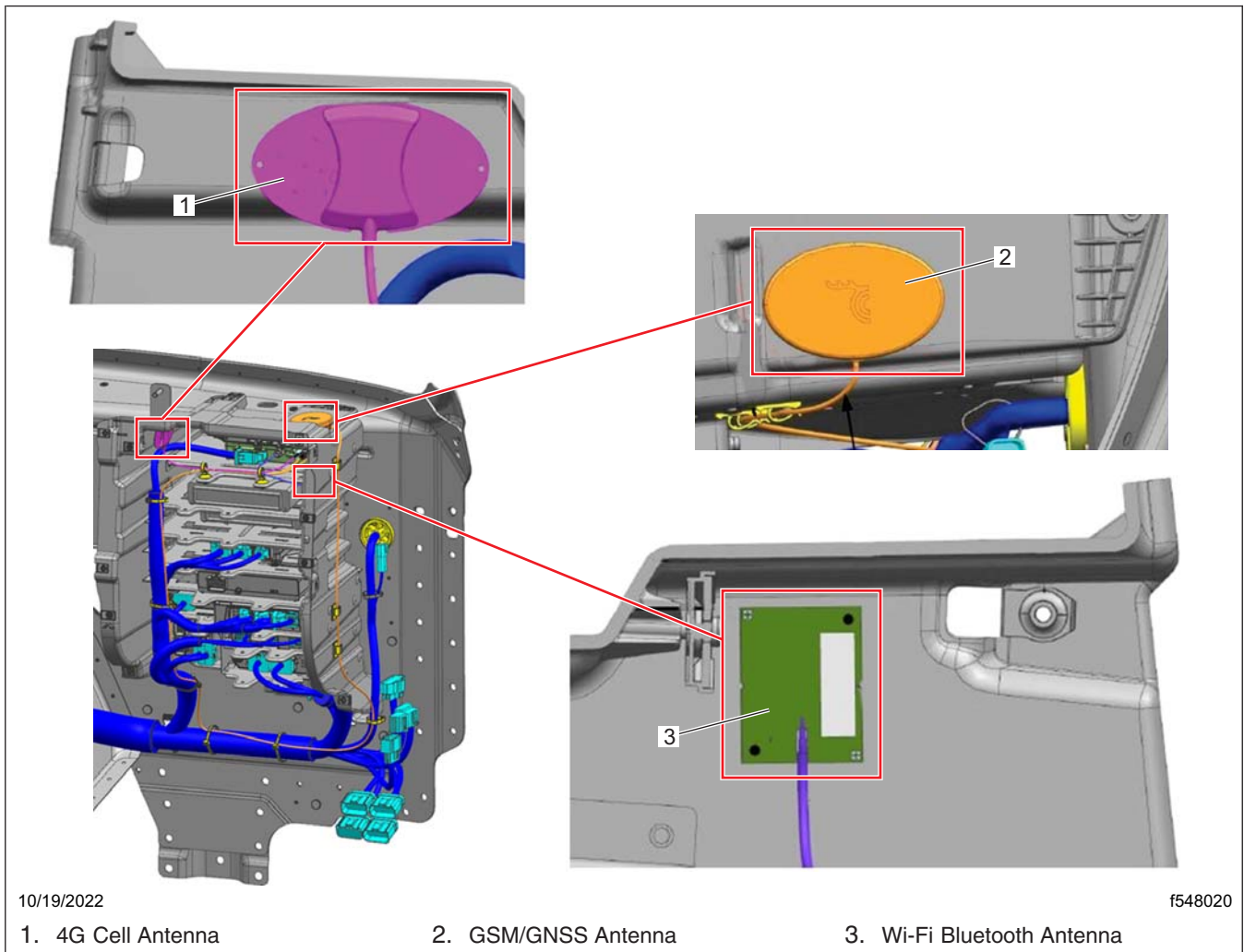


Fig. 4, Antenna Mounting

- 11.4 Before installation, clean the antenna mounting area using isopropyl alcohol.
- 11.5 Make sure the mounting surface is completely dry before using the included adhesive foam tape.
- 11.6 Route and secure the 4G antenna cable as needed.
- 11.7 Connect the 4G antenna cable to the CTP2, as shown in [Fig. 2](#). Each antenna connector must match the color on the CTP2.

- 12. Connect the 54-pin CTP harness connector.
- 13. Install the VPDM. For instructions, see **Group 54** of the applicable workshop manual.
- 14. Install the electronics bay cover, passenger-side lower dash cover, and top dash cover. For instructions, see **Group 60** of the applicable workshop manual.

IMPORTANT: The newly installed CTP must be initialized using DiagnosticLink® 8.17 SP1 or later before the installation is complete.

- 15. Turn the ignition switch to the ON position.
- 16. Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle.

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17. Connect the other end of the RP1210B-compliant vehicle diagnostic adaptor to the laptop.
18. Open DiagnosticLink.

IMPORTANT: Make sure that DiagnosticLink is updated to the latest version (8.17 SP1 at the time of publication, or newer) before programming the vehicle.

19. Allow all automatic connections to complete.
20. Right-click in the 'Connections' window, and select 'Close Connections.' If any failed device connections remain (shown with a red indicator), right-click and select 'Clear All Connection Errors.'

NOTE: CTP01T, as displayed within DiagnosticLink, represents the CTP ECU device and not the type of CTP. Both CTP1 and CTP2 will display as 'CTP01T.'

21. From the menu bar, select 'File,' then select 'Connect.' In the 'Manual Connection' window that appears, select the following devices, one at a time, to manually connect to them.

- ICUC01T
- CGW04T
- CTP01T

IMPORTANT: Any other devices connected to DiagnosticLink (other than the three listed above) may cause the initialization process to fail.

22. Wait until all three controllers are fully connected and the connection indicators turn green. See [Fig. 5](#).

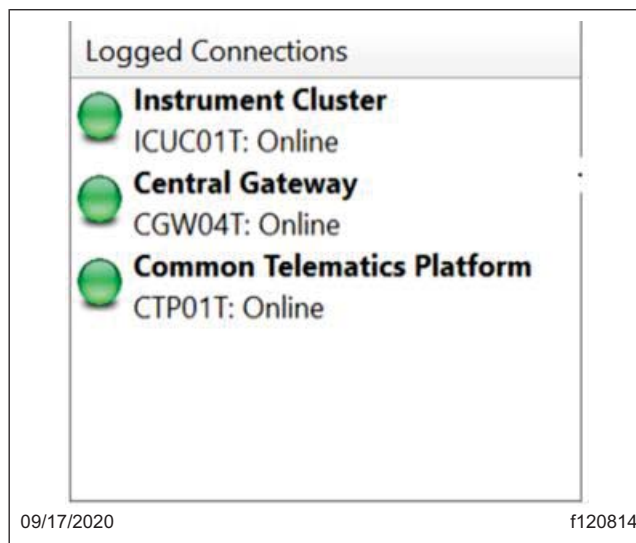


Fig. 5, DiagnosticLink Logged Connections Panel

23. Go to the 'Parameters' tab. DiagnosticLink will read the parameters of the connected ECUs. Wait until the 'Reading parameters' bar indicates this process is complete.

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NOTE: Some interior/protected locations, such as repair shops and covered awnings, may reduce cellular network and GPS satellite coverage, which could prevent CTP initialization and may require the vehicle to be moved out to an open area to improve signal strength for CTP initialization.

24. Select the 'Initialize CTP' tab. Verify the vehicle identification number (VIN) from the new CTP2 displays default 'AAAAAAAAAAAAAAAA', or the VIN from the connected vehicle. See **Fig. 6**.

NOTE: If CTP does not display the VIN from the connected vehicle or default 'AAAAAAAAAAAAAAAA', then follow steps 3 thru 14 to replace the CTP2. After completing steps 3 thru 14, continue with step 15.

25. Select 'Initialize' to run the initialization process.

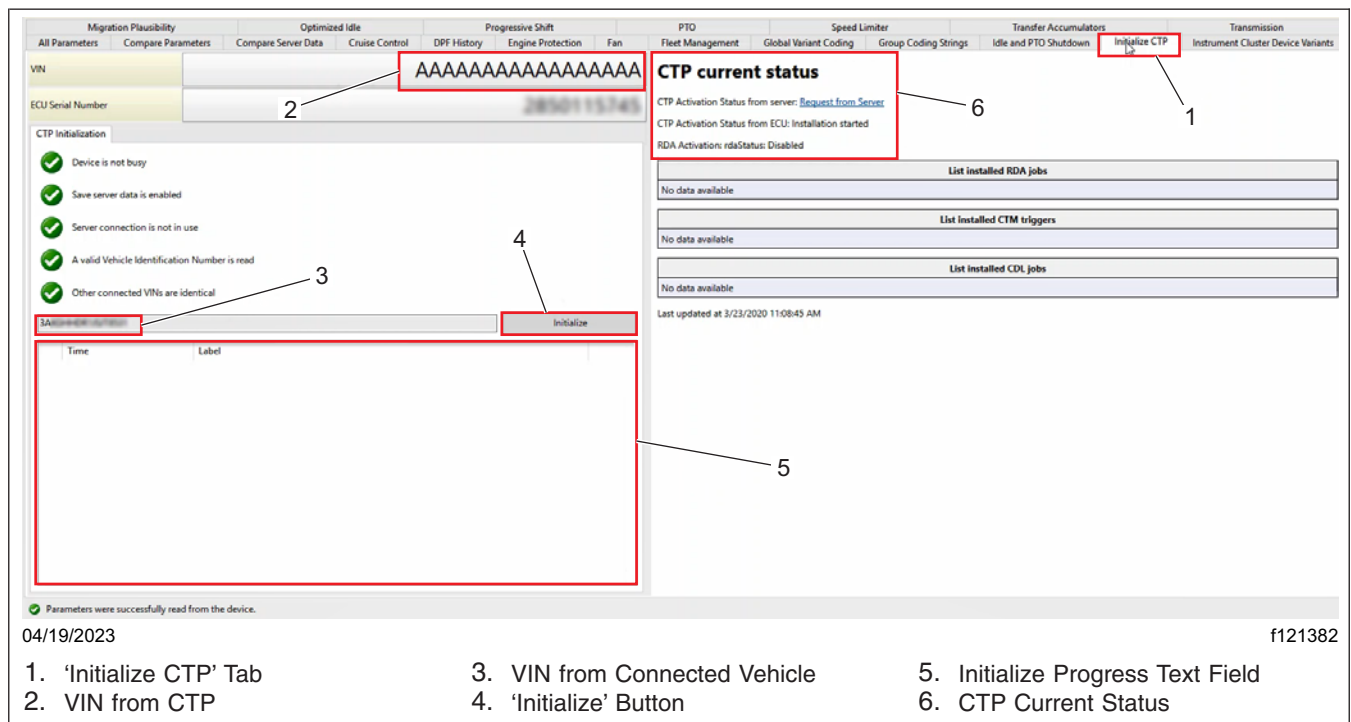


Fig. 6, CTP Initialization

26. If prompted, enter your credentials to connect DiagnosticLink to the server.

27. Wait until the initialization process is complete, and the last line in the initialization progress text field reads, 'Vin written to device and required data was sent to server.'

28. Monitor the 'CTP Activation Status from ECU,' shown in the 'CTP current status' panel. Within 10 minutes from the end of the initialization process, the 'CTP Activation Status from ECU' should display 'Active OK.'

If 'GSM OK' displays instead of 'Active OK' when the initialization process is complete, then the vehicle needs to be moved to an open air environment for better GPS satellite coverage, before running the CTP initialization again, starting with step 24.

Is 'Active OK' displayed under the status?

YES → Go to step 30.

NO → Disconnect DiagnosticLink from the vehicle. Turn the ignition key to the OFF position. Wait for five minutes, and attempt to initialize the CTP again, repeating steps 15 through 28.

29. Check again if 'Active OK' is now displayed under the status.

YES → Go to the next step.

NO → Call Daimler Truck Tech Support, 1-855-253-0422, option 4, 5 a.m. to 4 p.m., Pacific Time, M-F.

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30. With the 'Initialize CTP' tab still selected, select the 'Full Screen' button on the upper-right corner of the window. See Fig. 7.

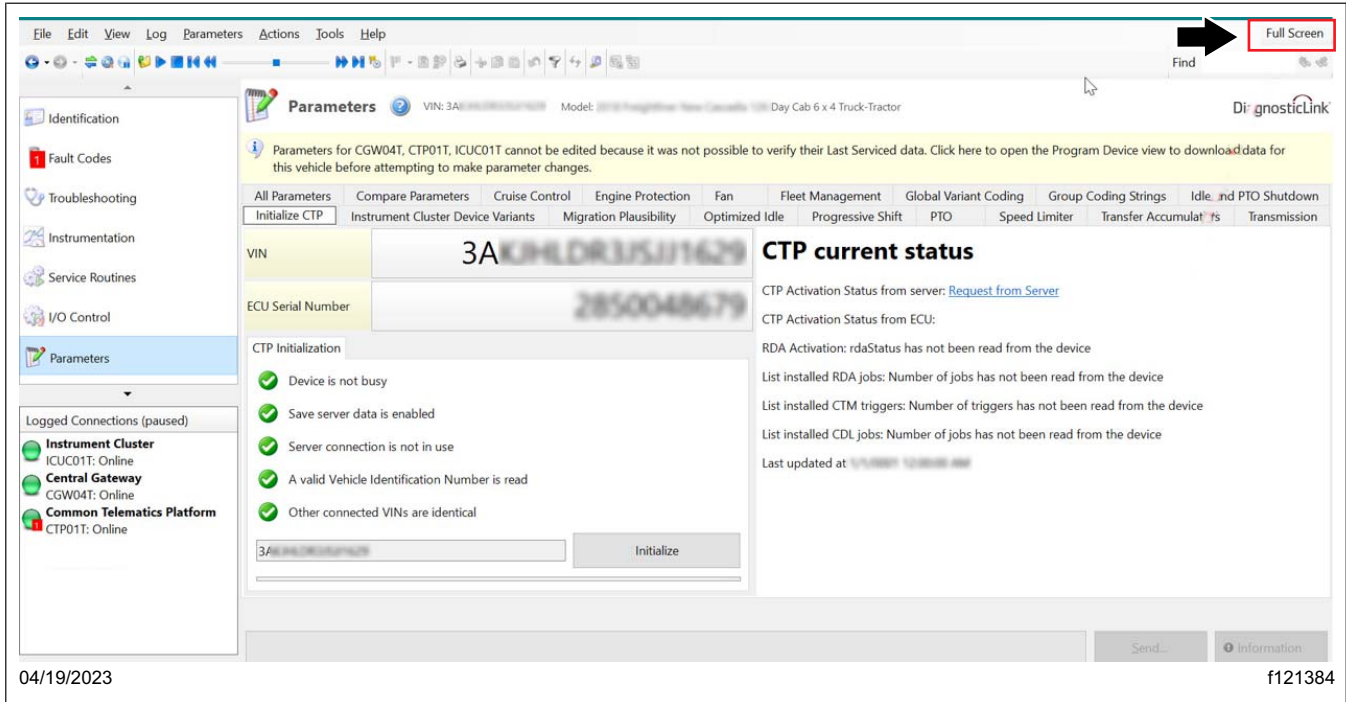
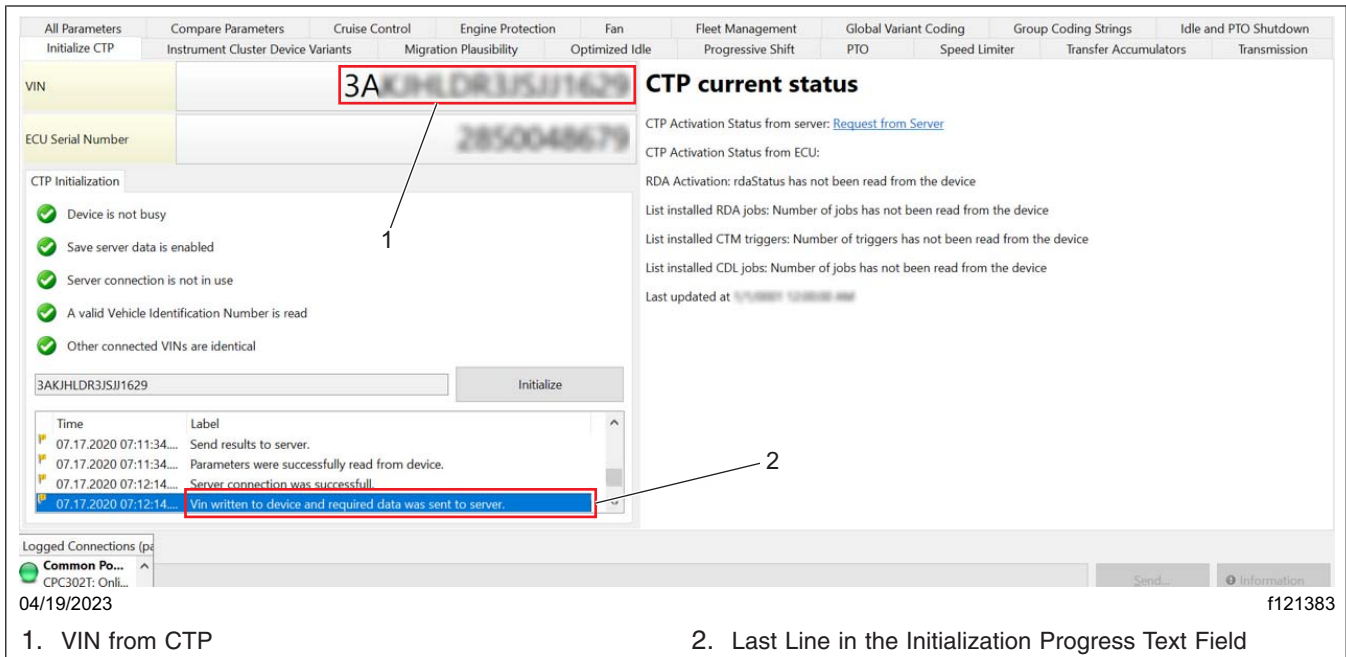


Fig. 7, Switching to Full Screen Display

31. For validation that the CTP2 was properly initialized and for the dealership records, take a screenshot of the DiagnosticLink window while making sure the VIN and the last line in the initialization progress text field, as shown in Fig. 8, are visible. Keep the image as part of the work order.



1. VIN from CTP

2. Last Line in the Initialization Progress Text Field

Fig. 8, Screenshot of DiagnosticLink

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32. Select the 'Full Screen' button again to return to the normal view.
33. Close DiagnosticLink, and remove the RP1210B-compliant vehicle diagnostic adaptor from the diagnostic connector on the vehicle.
34. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF673 (Form WAR261), indicating this work has been completed.