

Subject: ArvinMeritor RT Series Forward Drive Output Shafts

Models Affected: Specific Freightliner Business Class M2, Cascadia, Columbia, and Coronado model vehicles manufactured July 26, 2010, through August 31, 2010.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF441AB to modify the vehicles mentioned above.

On certain vehicles with ArvinMeritor RT series output shaft assemblies, the heat treat process of the output shaft did not conform to required specifications. This may cause the output shaft to break.

The output shaft assemblies will be replaced with assemblies that have been heat treated to the correct specification.

There are approximately 250 vehicles involved.

Additional Repairs

Dealers must complete all outstanding 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 their 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 kits are now available and can be obtained by ordering the kit number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF441AB, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this campaign.

Field Service Campaign

Daimler Trucks
North America LLC

April 2011
SF441AB

Table 1 - Replacement Parts for SF441AB

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
SF441A	25-SF441-000	OUTPUT SHAFT ASY & SLEEVE	TDA A1 3226T1112S	1 ea	\$443.15 US \$452.01 CAN
		CAPSCREW	TDA 15X387	4 ea	
		Completion Sticker	WAR261	1 ea	
SF441B	25-SF441-001	OUTPUT SHAFT ASY & SLEEVE	TDA A2 3226T1112S	1 ea	\$495.35 US \$505.26 CAN
		CAPSCREW	TDA 15X387	4 ea	
		Completion Sticker	WAR261	1 ea	

* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Field Service Campaigns.

Table 1

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
SF441AB	Replace output shaft assembly	1.3	996-0831A	000-Modifiedx
	Submit warranty claim with ArvinMeritor (use only when damage is found in step 7 of the work instructions; this is expected to be rare)	0.1	996-0831B	000-Modifiedx

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 labor, parts, and handling by submitting your claim through the Warranty system within 30 days of completing the campaign. Please reference the following information in QuickClaim:

- Claim type is **Field Service**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**SF441A** or **SF441B**).
- In the Primary Failed Part Number field, enter **25-SF441-000**.
- To file an SF441 claim for the standard campaign repair (this will be most claims):
 - In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. Up to \$5.00 may be claim for miscellaneous fluids and Loctite without additional authorization.
 - In the Labor field, enter SRT 996-0831A and SRT 939-0010A for administrative time.
- To file an SF441 claim when damage is found in step 7 of the work instructions (this will be rare):

- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- In the Labor field, enter SRT 996-0831B and SRT 939-0010A for administrative time.
- All other work and expenses will be submitted to ArvinMeritor by contacting the OnTrac Technical Call Center at (866) 668-7221 for repair and claim filing instructions.
- For OWL, the VMRS Component Code is 022-004-131.

This Field Service Campaign will **terminate on April 30, 2012**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on AccessFreightliner.com.

IMPORTANT: ServicePro® 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. 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.)

Contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

Field Service Campaign

Daimler Trucks
North America LLC

April 2011
SF441AB

Copy of Letter to Owner

Subject: ArvinMeritor RT Series Forward Drive Output Shafts

Daimler Trucks North America LLC, on behalf of Freightliner Trucks Division, is initiating Field Service Campaign SF441AB to modify specific Freightliner Business Class M2, Cascadia, Columbia, and Coronado model vehicles manufactured July 26, 2010, through August 31, 2010.

On certain vehicles with ArvinMeritor RT series output shaft assemblies, the heat treat process of the output shaft did not conform to required specifications. This may cause the output shaft to break.

The output shaft assemblies will be replaced with assemblies that have been heat treated to the correct specification.

Parts are now available for authorized dealers to order. Contact your authorized Daimler Trucks North America dealer to arrange to have the campaign performed as soon as possible and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to Field Service Campaign **SF441AB** and your vehicle identification number. Once kit(s) are received at the dealership, the campaign will take approximately two hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on April 30, 2012**. 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.

IMPORTANT: When the campaign has been completed on your vehicle, please ensure that a completion sticker has been affixed to your vehicle referencing **SF441**.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) FTL-HELP after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Work Instructions

Subject: ArvinMeritor RT Series Forward Drive Output Shafts

Models Affected: Specific Freightliner Business Class M2, Cascadia, Columbia, and Coronado model vehicles manufactured July 26, 2010, through August 31, 2010.

Output Shaft Assembly Procedure

1. Check the base label (Form WAR259) for a completion sticker for SF441 (Form WAR261), indicating this work has been completed. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no further work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle, shut down the engine, and apply the parking brake. Chock the tires.

WARNING

Wear safe eye protection to prevent serious eye injury.

3. Disconnect the interaxle driveshaft from the output yoke of the forward-rear axle carrier.
4. Remove the output yoke retaining nut and washer. See **Fig. 1**.

NOTE: A small amount of oil may be released as the output yoke is removed.

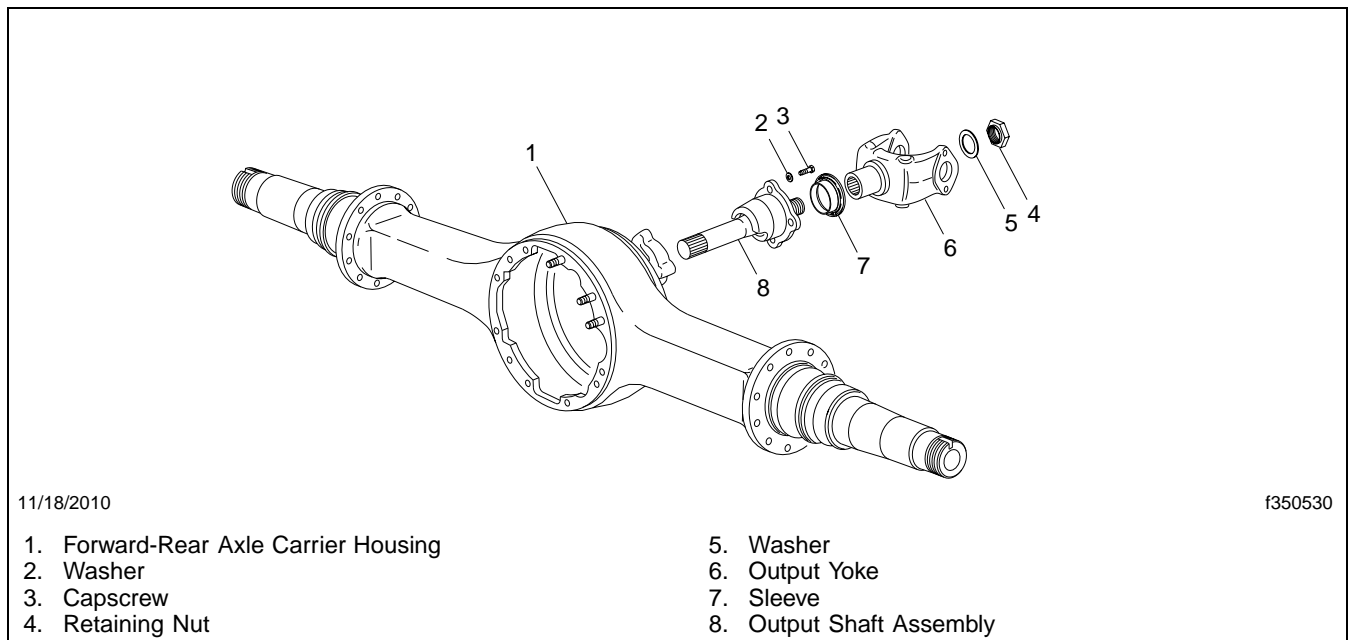


Fig. 1, Output Shaft Assembly and Related Components

5. Using a suitable yoke puller, remove the output yoke.
6. Remove the fasteners from the bearing cage of the output shaft assembly, then remove the output shaft assembly from the carrier housing. Retain the washers; they will be reused later in this procedure.

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7. Inspect the output shaft assembly for signs of material loss, fractures and fragmentation.

If **no** damage is found, go to step 8.

If damage **is** found, do not continue with these instructions. Call the OnTrac Technical Call Center at (866) 668-7221 to receive further repair instructions. You will submit a warranty claim to ArvinMeritor. Clean a spot on the base label (Form WAR259) and attach a grey completion sticker for SF441 (Form WAR261). See the Claims for Credit section for instructions on how to file your SF441 claim.

8. Inspect the existing sleeve on the yoke for damage and wear. If the seal contact surfaces are grooved, scratched, or polished, replace the sleeve with the one from the kit. Refer to ArvinMeritor Technical Bulletin TP-0446 for instructions.

9. Using a suitable cleaning solvent (such as brake cleaner) and clean rags, clean the mating surfaces of the carrier housing and output shaft assembly. Dry the surfaces completely and make sure no cleaning solvent remains.

10. Using Loctite® 5699™ sealant, apply a 1/8-inch (3-mm) bead to the mating surface of the carrier housing. Apply this sealant in a circular pattern around each fastener hole.

NOTE: The matching bolt pattern of the output shaft assembly and carrier housing is irregular, and the two components fit together only one way.

11. Install the new output shaft assembly; reuse the original washers and tighten the capscrews 35 to 50 lbf·ft (47 to 68 N·m).

12. Install the yoke and yoke nut; tighten the yoke nut 600 to 700 lbf·ft (815 to 950 N·m).

13. Check the fluid level at the fill plug. See **Fig. 2**.

14. Connect the interaxle driveshaft to the yoke. See **Table 3** for fastener torque values.

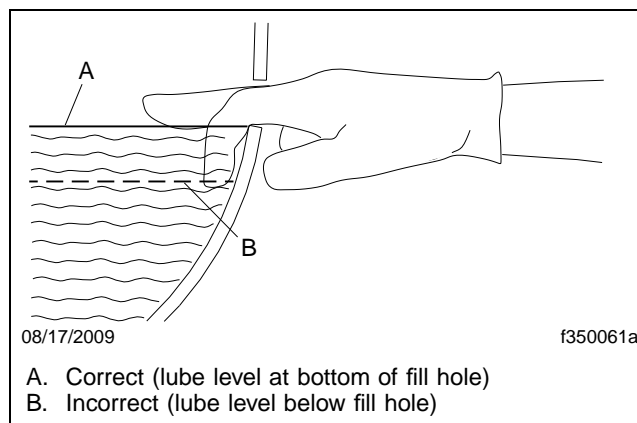


Fig. 2, Axle Lubricant Level Inspection

Torque Values, U-Joint Fasteners		
Description	Size	Torque: lbf·ft (N·m)
Bearing Plate (for full-round yoke)	3/8-24	43 (49)
Bearing Strap (for half-round yoke)	1/2-20	125 (169)
RPL U-joints	1/2-20	125 (169)

Table 3, Torque Values, U-Joint Fasteners

15. Destroy and scrap the removed output shaft.

16. Clean a spot on the base label (Form WAR259) and attach a grey completion sticker for SF441 (Form WAR261) to indicate the work has been completed.