**Daimler Trucks North America LLC**

# Field Service Campaign

**March 2012**
**SF466A**

## Subject: FCCC MT Chassis Oil Cooler Clamps

**Models Affected: Specific Freightliner Custom Chassis MT45/55 step van chassis with 6.01 gas engines manufactured August 27, 2009, through December 14, 2011.**

## General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF466A to modify the vehicles mentioned above.

Certain vehicles may have oil cooler hose clamps incorrectly installed.

Oil cooler hoses and clamps will be inspected for correct installation, and adjusted if necessary.

There are approximately 2,750 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 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

There are no replacement parts needed for this campaign.

## 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.

## Labor Allowance

**Table 1** - Labor Allowance

| Campaign Number | Procedure | Time Allowed (hours) | SRT Code | Damage Code |
|---|---|---|---|---|
| SF466A | Inspect oil cooler hose and clamp | 0.1 | 996-0872A | 000-Inspected |
| | Inspect and adjust oil cooler hose and clamp | 0.2 | 996-0872B | 000-Modifiedx |

**Table 1**

**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 QuickClaim or OWL:

- Claim type is **Field Service**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**SF466A**).
- In the Primary Failed Part Number field, enter **25-SF466-000**.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.
- For OWL, the VMRS Component Code is 045-012-008 and the Cause Code is A1 - Campaign.

This Field Service Campaign will **terminate on March 31, 2013**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on AccessFreightliner.com.

IMPORTANT: ServicePro or 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.

U.S. and Canadian dealers, 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 / My Tickets and 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. Export distributors submit a Web inquiry or contact your International Service Manager.

## Copy of Notice to Owners

### Subject: FCCC MT Chassis Oil Cooler Clamps

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF466A to modify specific Freightliner Custom Chassis MT45/55 step van chassis with 6.01 gas engines manufactured August 27, 2009, through December 14, 2011

Certain vehicles may have oil cooler hose clamps incorrectly installed.

Oil cooler hoses and clamps will be inspected for correct installation, and adjusted if necessary.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. The campaign will take approximately half an hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on March 31, 2013**. 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 **SF466**.

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) 385-4357, after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

# Work Instructions

## Subject: FCCC MT Chassis Oil Cooler Clamps

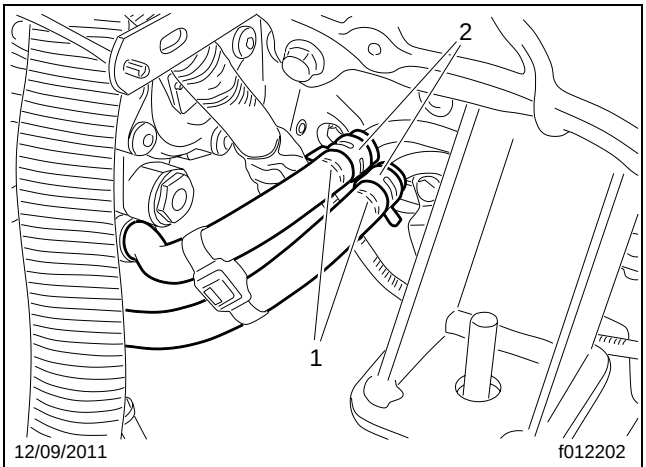
**Models Affected: Specific Freightliner Custom Chassis MT45/55 step van chassis with 6.01 gas engines manufactured August 27, 2009, through December 14, 2011.**

### Hose/Clamp Inspection and Adjustment

1. Check the base label (Form WAR259) for a completion sticker for SF466 (Form WAR261) indicating this work has been completed. The base label on step vans and shuttle buses is usually located in the driver's area. If a sticker is present, no work is needed. If a sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Inspect the hose and clamp for proper installation. See **Fig. 1**.

   If the hose and clamp are installed correctly, no further work is needed. Go to step 6.

   If the hose and clamp require adjustment, go to the next step.




Install the clamp on the engine side of the bead.

1. Bead
2. Clamp

**Fig. 1, Oil Cooler Hose and Clamp Installation**

4. Squeeze the hose clamp to open it. Adjust the hose making certain there is 0.75 inch (2 cm) of hose on the pipe.
5. Position the clamp on the hose on the engine side of the pipe, behind the bead. Release the clamp ends to tighten the clamp and hold the hose in place. See **Fig. 1** for an example of proper hose and clamp installation.
6. Clean a spot on the base label (Form WAR259). Write the campaign number, SF466, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.