

Subject: Perpendicular Steel Air Tank Mounting Brackets

Models Affected: Specific Freightliner 108SD, 114SD, Argosy, Business Class M2, Cascadia, Columbia, and Coronado vehicles, and Western Star 4700 vehicles manufactured August 30, 2011, through December 3, 2012.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF501AB to modify the vehicles mentioned above.

Certain perpendicular air tank mounting brackets may develop cracks under some conditions.

The existing steel bracket will be inspected and replaced with a more robust steel bracket if needed.

There are approximately 5,700 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

Replacement parts are now available and can be obtained by ordering the part number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF501AB, 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.

Table 1 - Replacement Parts for SF501AB

Campaign Number	Part Description	Part Number	Qty.
SF501A (one bracket) SF501B (two brackets)	BRACKET-MTG,AIR TNK,11IN PER	12-25890-000	1 ea

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
SF501A	Inspect and replace one bracket	0.7	996-0939A	12-Repair Recall/Campaign
SF501B	Inspect and replace two brackets	1.3	996-0939B	12-Repair Recall/Campaign
SF501AB	Inspect bracket(s); no replacement needed	0.1	996-0939C	06-Inspect

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 group (**SF501-A or SF501-B**).
- In the Primary Failed Part field, enter **25-SF501-000**.
- In the Parts section, enter the appropriate kit 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 **013-010-005** and the Cause Code is **A1 - Campaign**.

This Field Service Campaign will **terminate on November 30, 2015**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on AccessFreightliner.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.) Export Distributors: Excess inventory is not returnable.

For questions, 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: Perpendicular Steel Air Tank Mounting Brackets

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF501AB to modify specific Freightliner 108SD, 114SD, Argosy, Business Class M2, Cascadia, Columbia, and Coronado vehicles, and Western Star 4700 vehicles manufactured August 30, 2011, through December 3, 2012.

Certain perpendicular air tank mounting brackets may develop cracks under some conditions.

The existing steel bracket will be inspected and replaced with a more robust steel bracket if needed.

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, search online at www.Daimler-TrucksNorthAmerica.com / Contact Us / Find a Dealer. The campaign will take approximately one and a half hours depending on the repair and will be performed at no charge to you.

This Field Service Campaign will **terminate on November 30, 2015**. 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 7:00 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

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Work Instructions

Subject: Perpendicular Steel Air Tank Mounting Brackets

Models Affected: Specific Freightliner 108SD, 114SD, Argosy, Business Class M2, Cascadia, Columbia, and Coronado vehicles, and Western Star 4700 vehicles manufactured August 30, 2011, through December 3, 2012.

Safety Precautions

When working on or around air brake systems and components, observe the following precautions:

- Chock the tires and shut down the engine before working under the vehicle.
- Depleting air system pressure may cause the vehicle to roll. Keep hands away from brake chamber pushrods and slack adjusters; they will apply as air pressure drops.
- Never connect or disconnect a hose or line containing compressed air. It may whip as air escapes. Never remove a component or pipe plug before all system pressure has been released.
- When working with compressed air, always wear safety glasses. Never look into air jets or direct them at anyone.
- Never exceed recommended air pressure.
- Never attempt to disassemble a component prior to reading and understanding the recommended procedures. Some components contain powerful springs, and injury can result if not properly disassembled. Use the correct tools, and observe all precautions pertaining to use of those tools.
- Replacement hardware, tubing, hose, fittings, etc., should be the equivalent size, type, length, and strength of the original equipment. Make sure that when replacing tubing or hose, all of the original supports, clamps, or suspending devices are installed or replaced.
- Replace devices with stripped threads or damaged parts. Repairs requiring machining should not be attempted.

Air Tank Mounting Bracket Inspection and Replacement

NOTE: Perpendicular mounted air tanks may be installed on either or both frame rails, and may have two sets on one side or the other.

1. Check the base label (Form WAR259) for a completion sticker for SF501 indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a sticker is present, no further work is needed. If there is no sticker, proceed with step 2 below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Securely chock the tires.
3. Check each air tank mounting bracket to determine if it is the older 3/16-inch steel or the new 1/4-inch thick steel. See **Fig. 1** and **Fig. 2**.

If the bracket is the new 1/4-inch thick steel, no further work is needed. Proceed to the last step.

If the bracket is the older 3/16-inch thick steel, proceed to step 4.
4. Drain the air from the air tanks.
5. Mark or tag all tank air lines, couplers, and valves for later assembly, then disconnect the components. Cap the exposed ports tightly to keep out contaminants.

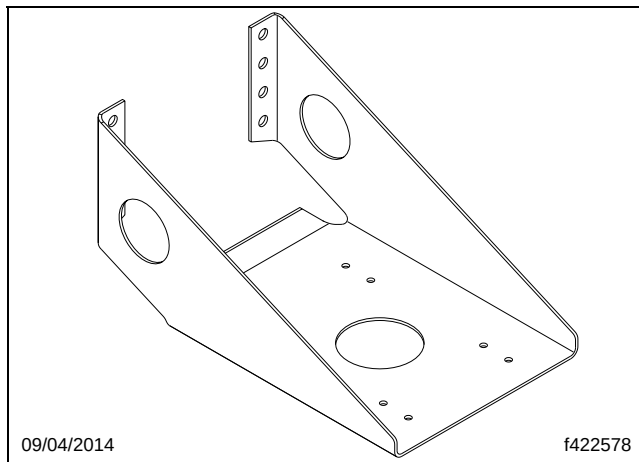


Fig. 1, Older 3/16-Inch Air Tank Mounting Bracket

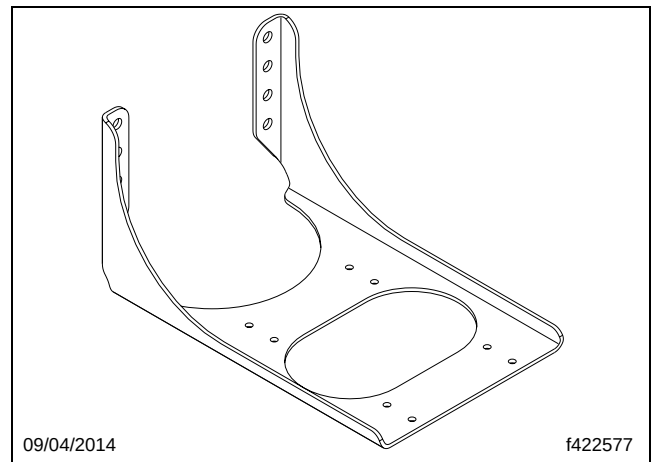


Fig. 2, New 1/4-Inch Air Tank Mounting Bracket

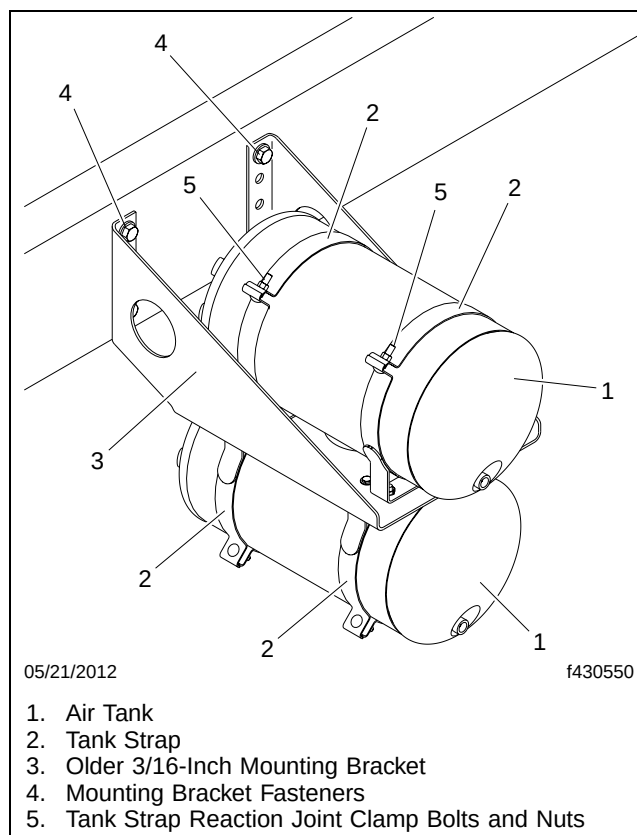


Fig. 3, Perpendicular Air Tank Installation

6. Remove each air tank, as follows. Refer to **Fig. 3** for this procedure.
 - 6.1 Loosen the reaction joint clamp bolts.
 - 6.2 Remove the tank strap fasteners.
 - 6.3 Remove the air tank.

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7. Remove the frame decking if needed for access to the bracket mounting bolts.
8. If the vehicle batteries are located between the frame rails, raise the battery box to access the air tank mounting bracket fasteners, as follows.
 - 8.1 Remove the battery box cover.
 - 8.2 Remove the two batteries adjacent to the bracket.
 - 8.3 Remove the battery box fasteners on the side adjacent to the bracket.
 - 8.4 Raise the corner of the battery box to access the bracket fasteners.
9. Remove the air tank mounting bracket from the frame rail.
10. Install the new air-tank mounting bracket on the frame rail. Tighten the mounting bolts and nuts 120 to 150 lbf·ft (163 to 203 N·m).
11. Lower the battery box, and install the fasteners. Tighten 120 to 150 lbf·ft (163 to 203 N·m).
12. Install the batteries and the battery box cover.
13. Remove the air tank cradles from the old air tank mounting bracket and install them on the new bracket. Tighten the mounting bolts and nuts 25 to 31 lbf·ft (34 to 42 N·m).
14. Position the tanks in the cradles on the new mounting bracket and install the straps and fasteners. Tighten the reaction joint clamp bolts 26 lbf·ft (35 N·m).
15. Connect all air lines, couplers, and valves to the tank, removing the caps as each component is installed.
16. Install the frame decking, if removed.
17. Pressurize the air system, and check for leaks. Repair any leaks as needed.
18. Clean a spot on the base label (Form WAR259). Write the campaign number, SF501, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.