

## **Subject: Airliner 69K Axle Stops**

**Models Affected: Specific Freightliner 108SD, 114SD, Business Class M2, Cascadia, and Coronado vehicles; and Western Star 4700 vehicles manufactured October 1, 2012, through July 15, 2013, equipped with 69K Airliner suspension.**

### **General Information**

Daimler Trucks 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 SF488A to modify the vehicles mentioned above.

On certain vehicles the axle stops may be too long creating an incorrect suspension ride height. An incorrect suspension ride height can result in out of spec driveline and axle angles, which could adversely affect u-joint life.

The axle stops will be replaced with axle stops of the correct length.

There are approximately 215 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 kit number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF488A, 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

February 2014  
SF488A

**Table 1** - Replacement Parts for SF4488A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
SF488A	25-SF488-000	BRACKET,AXLE STOP	A 681 328 18 40	6 ea	\$112.16 US \$116.65 CAN
		SCREW-CAP,HEX5/8-11X6	23-09444-600	3 ea	
		5/8-11C X 2.75	23-09444-275	15 ea	
		NUT-HEX,PT,5/8-11	23-13833-110	18 ea	
		COMPLETION STICKER	WAR261	1 ea	

\* Please charge all U.S. and Canadian Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls. This pricing does not apply to Export Distributors.

**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.

## Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
SF488A	Replace axle stop and adjust ride height	1.8	996-0865A	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 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 (**SF488A**).
- In the Primary Failed Part Number field, enter **25-SF488-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- 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 016-009-051 and the Cause Code is A1 - Campaign.

This Field Service Campaign will **terminate on January 31, 2015**. 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](http://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.

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## Copy of Notice to Owners

### Subject: Airliner 69K Axle Stops

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Trucks Sales, Inc., is initiating Field Service Campaign SF488A to modify specific Freightliner 108SD, 114SD, Business Class M2, Cascadia, and Coronado vehicles; and Western Star 4700 vehicles manufactured October 1, 2012, through July 15, 2013, equipped with 69K Airliner suspension.

On certain vehicles the axle stops may be too long creating an incorrect suspension ride height. An incorrect suspension ride height can result in out of spec driveline and axle angles, which could adversely affect u-joint life.

The axle stops will be replaced with axle stops of the correct length.

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](http://www.Daimler-TrucksNorthAmerica.com). The campaign will take approximately two hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on February 28, 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](mailto: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: Airliner 69K Axle Stops

**Models Affected:** Specific Freightliner 108SD, 114SD, Business Class M2, Cascadia, and Coronado vehicles; and Western Star 4700 vehicles manufactured October 1, 2012, through July 15, 2013, equipped with 69K Airliner suspension.

### Axle Stop Replacement and Rear Suspension Ride Height Adjustment

Vehicles equipped with dual ride height control valves follow the same procedure as single valves, but with two height gauge blocks and both height control valves adjusted simultaneously. Both linkages should be disconnected when adjusting and both valves should be repositioned once the correct ride height has been reached on both sides.

1. Check the base label (Form WAR259) for a completion sticker for SF488 (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 work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface, using a light application of the brakes. Shut down the engine, set the parking brake, and chock the tires.
3. For each rear axle stop, remove the existing axle stop and replace with the stop and fasteners provided in the kit. Tighten the nuts 136 lbf-ft (184 N·m).
4. Build the secondary air pressure to at least 100 psi (690 kPa). Shut down the engine.
5. Space the tire chocks 2 inches ahead and behind the tire so the vehicle can roll 2 inches in either direction.
6. Release the parking brake and verify by hand that the vehicle can roll forward and aft. This should remove any load from the suspension.
7. Disconnect the height control valve linkage at the lever stud. (For dual valves, disconnect both.)
8. If there is not enough room for the block between the axle stop and the top pad, lift the valve lever to inflate the airbags enough to fit the block. (For dual valves, lift both arms.) Do not install the block yet.
9. Pin the arm in neutral position with a 5/32-inch drill bit or nylon rod. See **Figure 1**. (For dual valves, pin both arms.)
10. Install the height gauge block. (For dual valves, install a block on both sides.)
11. Unpin the valve lever and use it to lower the suspension until the axle stop rests on the block. (For dual valves, unpin and lower with both valves.)
12. Move the arm to neutral and pin. (For dual valves, pin both.) The vehicle should now be at the target ride height.

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### NOTICE

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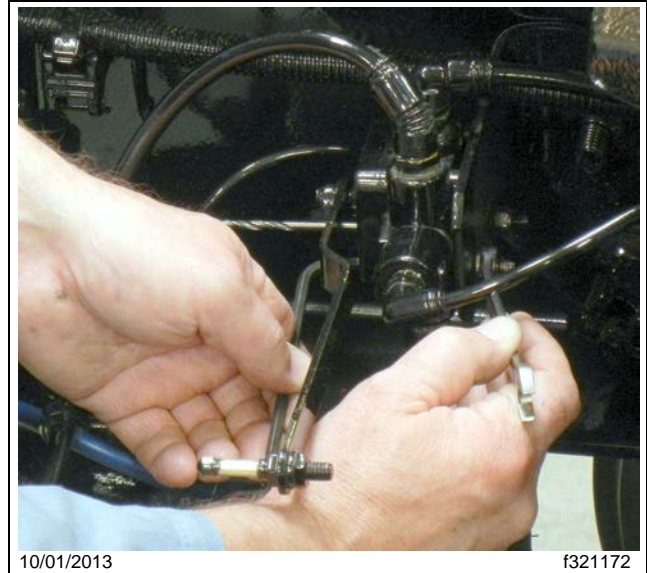
**When loosening a Barksdale height-control valve from a mounting bracket, always hold the valve-side mounting studs in place with an Allen wrench while loosening or tightening the nuts that attach the valve to the bracket. Because the mounting studs are threaded into the valve body, loosening the nuts without holding the studs can tighten the studs, which can crush the valve body and damage the valve. Conversely, tightening the nuts without holding the studs can back the studs out, causing a separation of the two halves of the valve body, and possibly a leak.**

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13. While holding the height-control valve mounting studs in place with an Allen wrench, loosen the nuts that attach the valve to the mounting bracket. See **Figure 2**. (For dual valves, loosen both valves.)



**Fig. 1, Inserting a 5/32-inch diameter drill bit or nylon rod to lock the arm in neutral position.**



**Fig. 2, Holding the height-control valve mounting stud in place with an Allen wrench when loosening the nut.**

14. Adjust the position of the valve body until the lever—still pinned in neutral position—can connect to the linkage. Attach the linkage. The linkage rod should be vertical, and the valve body should now be in the correct position for the vehicle's ride height. (For dual valves, adjust and connect both.)
- If the linkage cannot reach the stud, check the surrounding components for bent or damaged parts and remedy as needed.
15. While holding the height-control valve mounting studs in place with an Allen wrench, tighten the nuts 95 lbf·in (1100 N·cm). Do not overtighten, as that could damage the valve. (For dual valves, tighten both.)
16. Disconnect the linkage from the valve arm stud. (For dual valves, disconnect both.)
17. Raise the valve arm to raise the suspension enough to remove the block, then pin the valve arm in neutral position. (For dual valves, raise and pin both valves.)
18. Remove the block. (For dual valves, remove both blocks.)
19. Remove the pin or drill bit holding the height-control lever in neutral position, then connect the valve arm to the linkage. (For dual valve, unpin and connect both valve arms.)
20. Drive the vehicle unloaded for about 1/4 mile (1/2 km), then park the vehicle on level surface using a light brake application. Chock the tires on one axle only, and put the transmission in neutral. Do not apply the parking brakes.

21. Check the ride height of the vehicle again. See **Table 3**. If the distance is within the acceptable range, the ride height is correctly set. Apply the parking brakes.

If the distance is not within the acceptable range, repeat the adjustment procedure.

09/28/2005 f321046a

Measure Point	Height Measurement (A) Inches (mm)		
	Min.	Target	Max.
A = Measure Here	2-3/4 (70)	3 (76)	3-1/4 (82)

**Table 3, Suspension Ride-Height Measurement, Dual-Leaf Spring, 69k High Ride**

22. Clean a spot on the base label (Form WAR259). Write the campaign number, SF488, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.