

SB-10057452-1732

Subject: Cascadia 1625 Radiator Tuned Mass Absorbers

Models Affected: Specific Freightliner Cascadias built with a 1625 square inch radiator, manufactured May 28, 2010, through February 28, 2013.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF503A to modify the vehicles mentioned above.

A radiator resonance can occur with some vehicle configurations at certain operational speeds. The resonance can result in cooling tube fractures and coolant leaks.

Tuned Mass Absorbers (TMA) will be installed to counteract the resonance and extend radiator life.

There are approximately 5984 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 SF503A, 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 SF503A

Campaign Number	Part Number	Part Description	Qty. per Part Number	Suggested Wholesale
SF503A	Z05-31778-000	Tuned Mass Absorber Kit	1 ea	134.81 U.S 146.94 CAN

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
SF503A	Inspect for TMA	0.1	996-0940B	06-Inspect
	Inspect and install TMA	0.3	996-0940A	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 group (**SF503-A**).
- In the Primary Failed Part field, enter **25-SF503-000**.
- 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 **042-002-001** and the Cause Code is **A1 - Campaign**.

This Field Service Campaign will **terminate on January 31, 2016**. 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: Cascadia 1625 Radiator Tuned Mass Absorbers

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF503A to modify specific Freightliner Cascadias built with a 1625 square inch radiator, manufactured May 28, 2010, through February 28, 2013.

A radiator resonance can occur with some vehicle configurations at certain operational speeds. The resonance can result in cooling tube fractures and coolant leaks.

Tuned Mass Absorbers (TMA) will be installed to counteract the resonance and extend radiator life.

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 half hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on January 31, 2016**. 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: Cascadia 1625 Radiator Tuned Mass Absorbers

Models Affected: Specific Freightliner Cascadias built with a 1625 square inch radiator, manufactured May 28, 2010, through February 28, 2013.

Radiator Installation Inspection and TMA Installation

1. Check the base label (Form WAR259) for a completion sticker for SF503A 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 work is needed. If there is no sticker, proceed with the steps below.

2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

IMPORTANT: The TMA installation procedure applies **only** to vehicles with "bow-tie" mounted 1625 sq in radiators. See **Fig. 1**. It **does not** apply to vehicles that have been retrofitted with 1400 sq in radiators with lower isolators or any other configuration.

3. Inspect the radiator to determine whether a TMA should be installed:

If a TMA is already installed (see **Fig. 10**), **or** if the vehicle has been retrofitted with a 1400 sq in radiator with lower isolators, no further work is needed. Clean a spot on the base label (Form WAR259). Write the campaign number, SF503A, on a blank gray completion sticker (Form WAR261), to indicate the work has been completed, and attach it to the base label.

If the vehicles has a "bow-tie" mounted 1625 sq in radiator **and** no TMA is installed, go to the next step.

4. Remove the front bumper.

5. Remove and discard the lower right-hand radiator baffle. See **Fig. 2**.

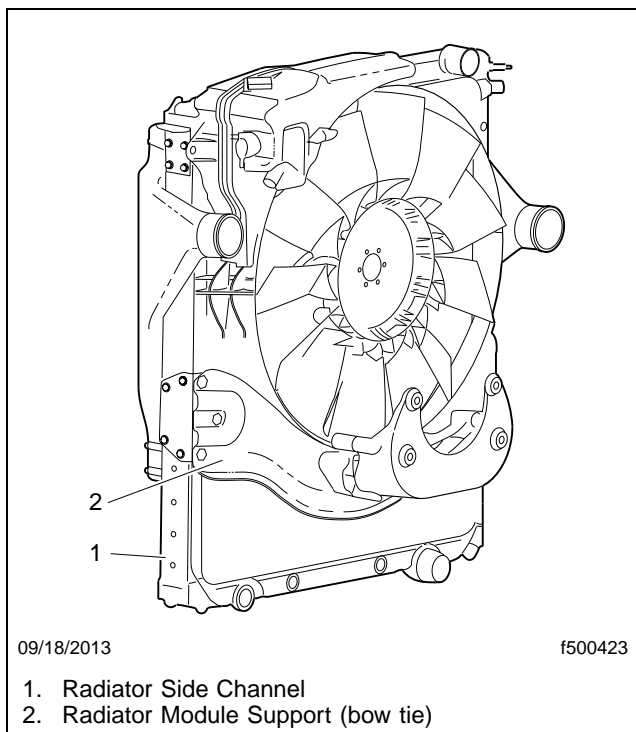


Fig. 1, Applicable Radiator Installation

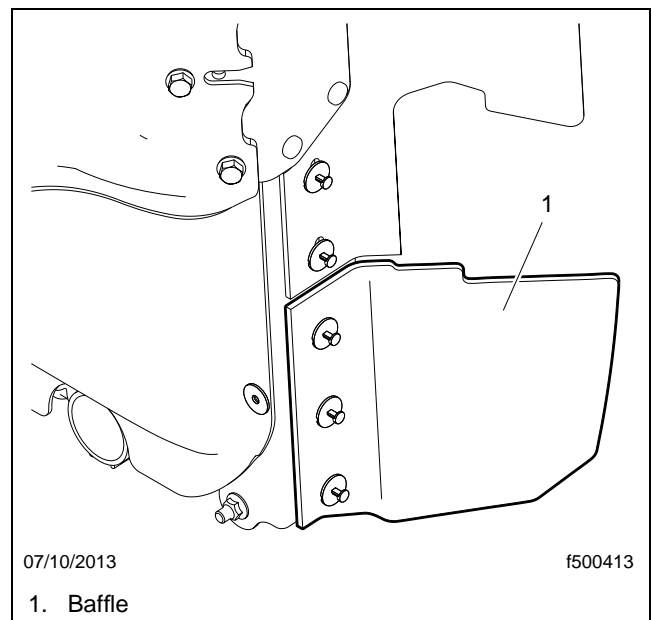


Fig. 2, Removing the Lower Baffle

6. Clean the radiator right-side channel surface as needed. See **Fig. 3**.
7. Using needle nose vice grip pliers, clamp a drill stop over the existing hole in the radiator side channel as shown in **Fig. 4**.
8. Drill out the existing hole to 15/32 inch (11.7 mm).
9. Insert the U-nut (23-13093-018, from the kit) on the radiator channel over the new hole. See **Fig. 5**
10. Position the TMA mounting bracket and start a M8 flange bolt into the U-nut as shown in **Fig. 6**. Do not tighten at this time.

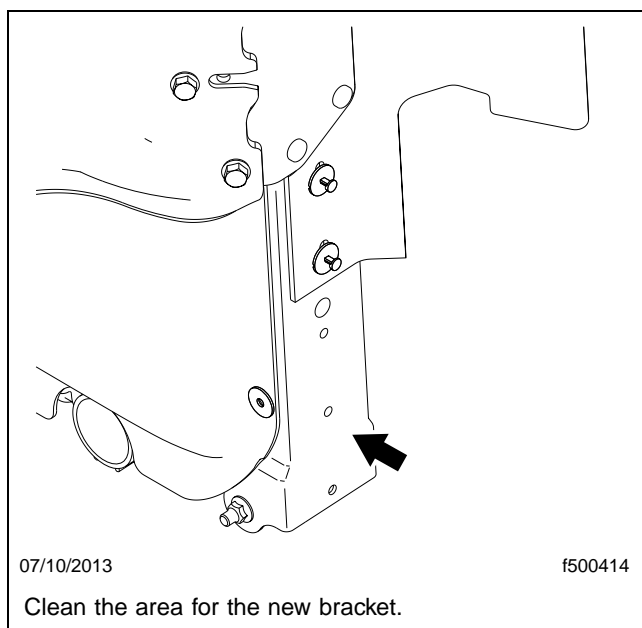


Fig. 3, Side Rail Area to Clean



Fig. 4, Drill Stop Installation

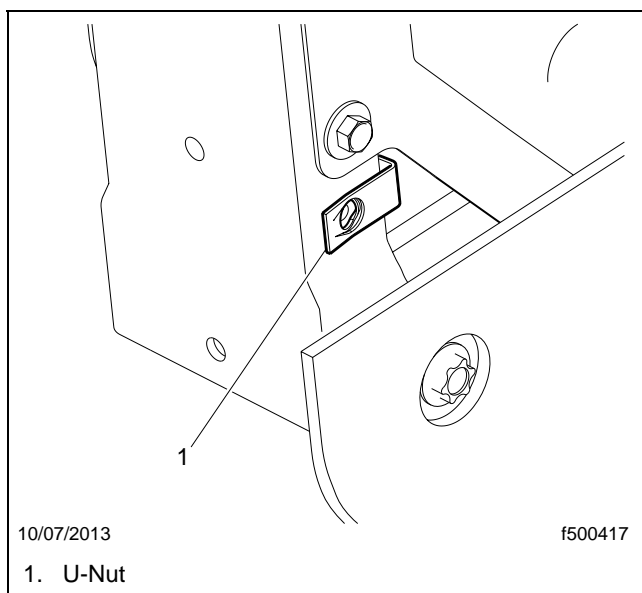


Fig. 5, U-Nut Installation

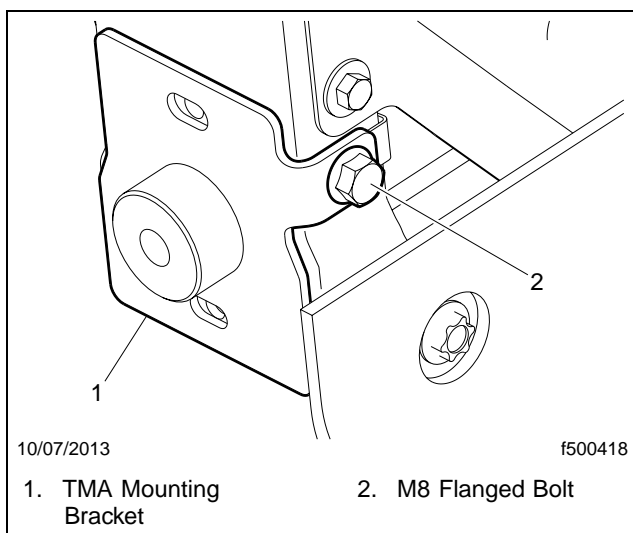


Fig. 6, Positioning the TMA Mounting Bracket

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Improper installation of the threaded plate may cause damage to the radiator core.

- Slide the threaded plate up inside of the radiator side channel as shown in **Fig. 7**. Make sure the notch is facing the radiator core.
- Install the two remaining M8 flange bolts through the bracket into the threaded plate as shown in **Fig. 8**. Tighten all three M8 flange bolts 17 lbf-ft (23 N·m).
- Install the TMA, retaining bracket, spacer, and M12 flange bolt. Tighten 60 lbf-ft (81 N·m). See **Fig. 9** and **Fig. 10**

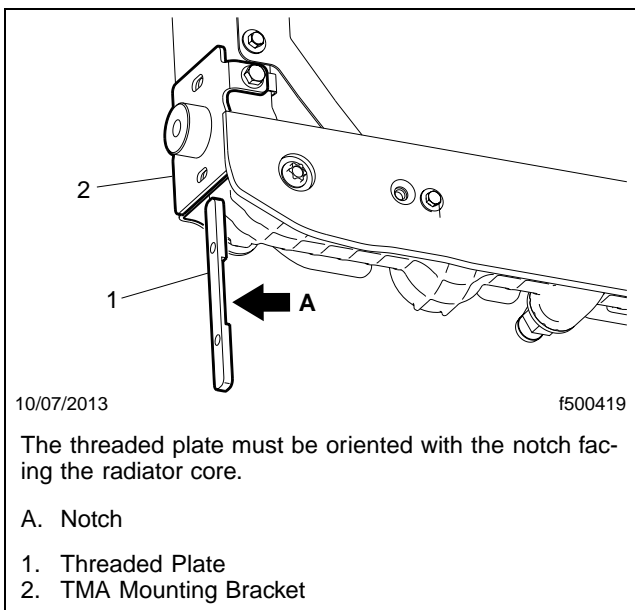


Fig. 7, Threaded Plate Installation

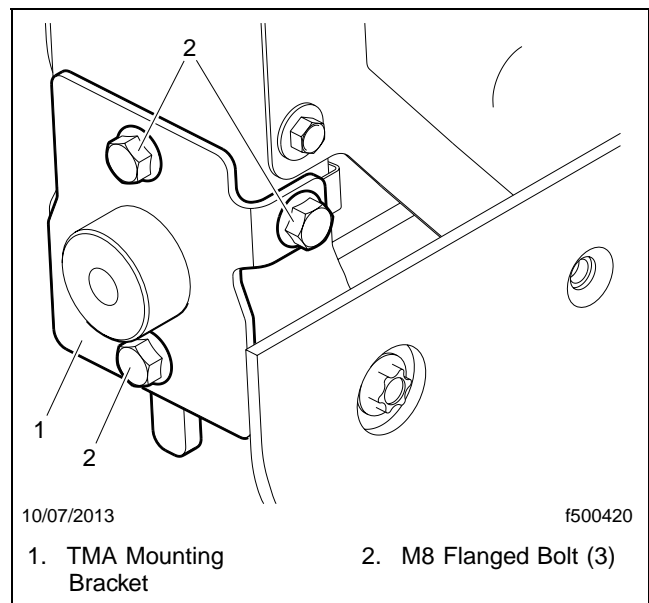


Fig. 8, Finished TMA Mounting Bracket Installation

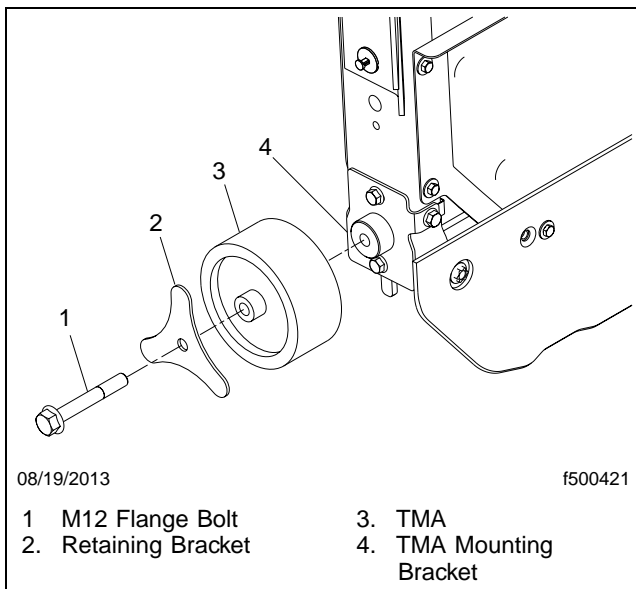


Fig. 9, TMA Installation (exploded)

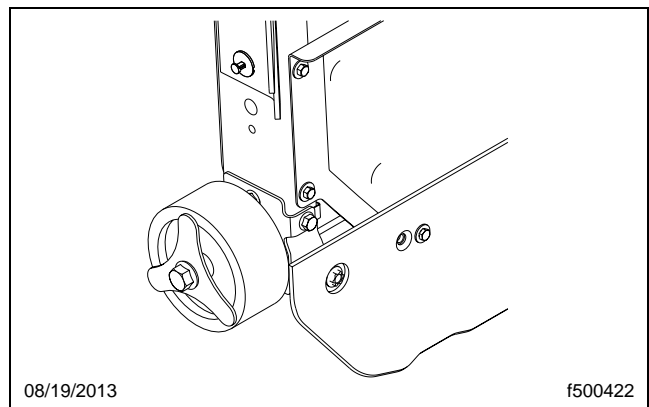


Fig. 10, Finished TMA Installation

14. Install the bumper.
15. Clean a spot on the base label (Form WAR259). Write the campaign number, SF503, on a blank gray completion sticker (Form WAR261), to indicate the work has been completed, and attach it to the base label.