

SF-10058938-8959

June 2015
SF508A-C

Subject: Freightliner Cascadia Driveline Yokes

Models Affected: Specific Freightliner Cascadia vehicles manufactured October 3, 2014, through December 15, 2014.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF508A-C to modify the vehicles mentioned above.

On certain vehicles, the driveline yoke may contact the driveline support channel.

The driveline yoke and support channel will be inspected for proper clearance and those with inadequate clearance will have additional spacers installed.

There are approximately 614 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 numbers listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF508A-C, 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 SF508A-C

Campaign Number	Part Description	Part Number	Qty.
SF508A-C	SPACER-.250 THK, 2.00"X10.50"	09-10024-000	4 ea
	WASHER-FLAT,HARDENED	A 680 990 00 40	4 ea
	SCR-HEXFLGH,PC 10.9,M12X035	23-14047-035	4 ea
	NUT-HEX,FLANGE,LOCKING,M12- 1.5,ZN AL	23-13892-012	4 ea
	WASHERHRDN, 0.53X1.06X.177,ZN	23-09114-003	4 ea
	NUT-HEX,PT,1/2-13,C,ZN/AL,.448	23-13833-108	2 ea
SF508A	BOLT-1/2-13x3.00	23-09440-300	2 ea
SF508B	BOLT-1/2-13x2.25	23-09440-225	2 ea
SF508C	BOLT-1/2-13x3.25	23-09440-325	2 ea

Table 1

Field Service Campaign

Daimler Trucks
North America LLC

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Removed Parts

U. S. and Canadian Dealers, 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	Corrective Action
SF508A-C	Inspect Driveline Yoke	0.3	996-0952A	06-Inspect
SF508A-C	Inspect Driveline Yoke and Install Spacers	1.0	996-0952B	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 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 (e.g. **SF508-A, SF508-B, etc.**).
- In the Primary Failed Part field, enter **25-SF508-000**.
- In the Parts section, enter the appropriate part 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 **024-002-005** and the Cause Code is **A1 - Campaign**.

This Field Service Campaign will **terminate on June 30, 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.

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Copy of Notice to Owners

Subject: Freightliner Cascadia Driveline Yokes

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF508A-C to modify specific Freightliner Cascadia vehicles manufactured October 3, 2014, through December 15, 2014.

On certain vehicles, the driveline yoke may contact the driveline support channel.

The driveline yoke and support channel will be inspected for proper clearance and those with inadequate clearance will have additional spacers installed.

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 hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on June 30, 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

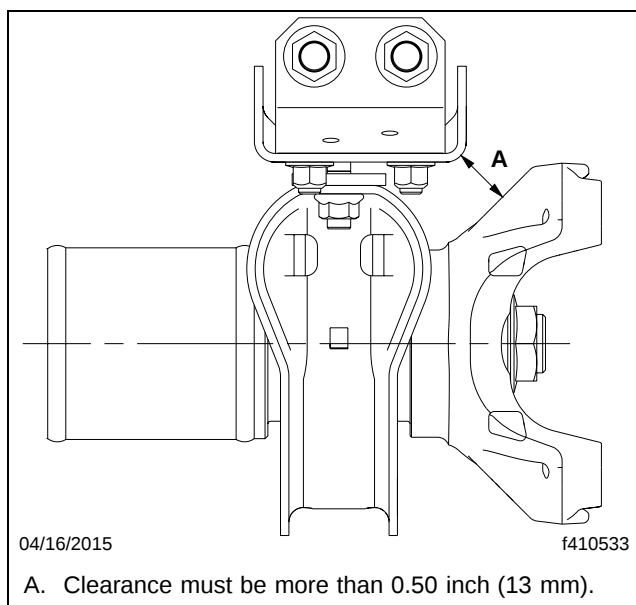
Work Instructions

Subject: Freightliner Cascadia Driveline Yokes

Models Affected: Specific Freightliner Cascadia vehicles manufactured October 3, 2014, through December 15, 2014.

Inspection

1. Check the base label (Form WAR259) for a completion sticker for SF508 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, nothing further needs to be done. If there is no sticker, 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. Adjust the position of the vehicle to orient the driveline yoke vertically, nearest the front of the first mid-ship bearing crossmember, so the distance between the yoke and that crossmember can be measured. See **Fig 1**.



**Fig. 1, Driveline Yoke and Crossmember
Clearance Check**

4. Shut the engine down, and chock the tires again.
5. *If the space is more than 0.5 inches (13 mm), no further action is necessary. Clean a spot on the base label (Form WAR259), and attach a completion sticker (Form WAR261) for campaign SF508A-C to the base label.*
If the space is 0.5 inches (13 mm) or less, continue to the update procedure.

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Spacer Update

1. Support the mid-ship carrier and remove the fasteners holding the carrier to the crossmember.
2. Remove the fasteners holding the crossmember to the bottom of the frame brackets.
3. Place the crossmember on top of the frame brackets, with the spacer washers sandwiched between them. See **Fig. 2**.

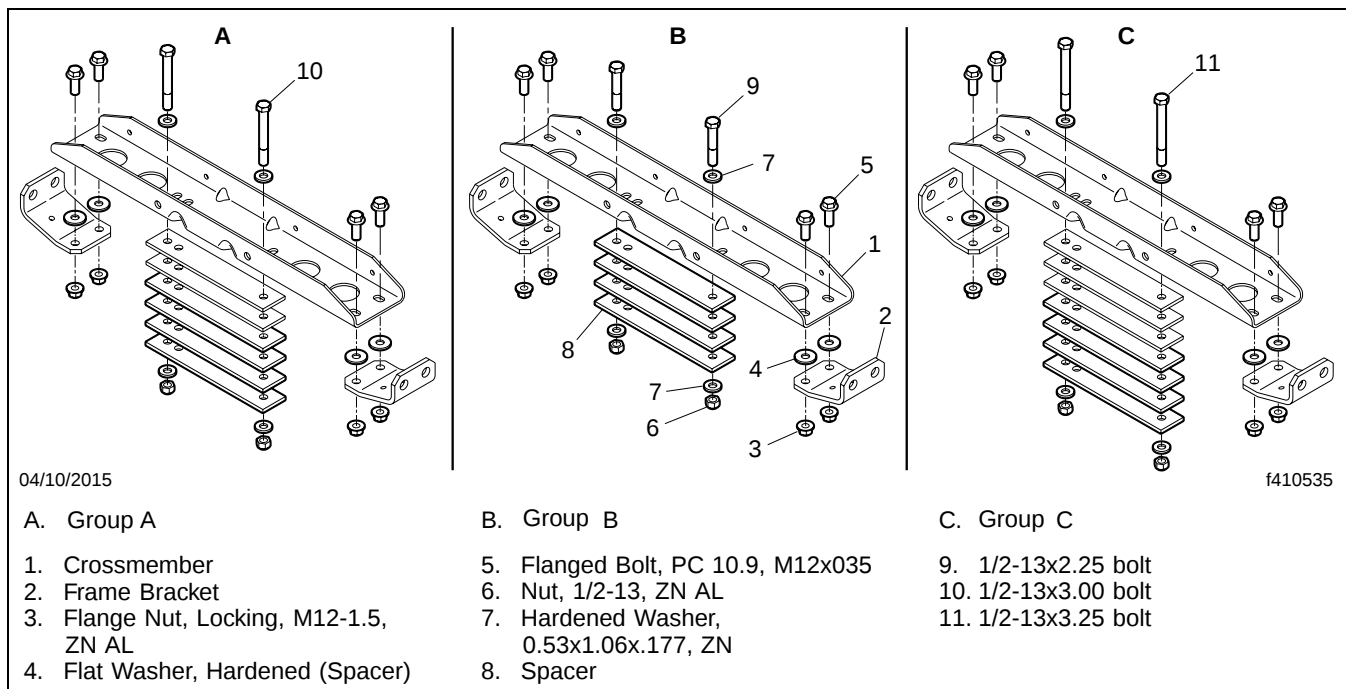


Fig. 2, Crossmember Spacer Assemblies by Vehicle Population

4. Install the new crossmember fasteners and tighten 50 lbf·ft (68 N·m).
5. Install the mid-ship carrier with any original spacers, plus the four new ones, and tighten the new fasteners 68 lbf·ft (92 N·m). See **Fig. 2** for spacers needed by population.
6. Clean a spot on the base label (Form WAR259), and attach a completion sticker (Form WAR261) for campaign SF508A-C to the base label.