

December 2017
SF551A
Revised Notice

Subject: Cascadia 2020 DRM Air Tank Mounting Brackets

Models Affected: Specific Freightliner Cascadia vehicles manufactured November 23, 2011, through March 31, 2016, equipped with a 2020 integral air tank/air dryer mounting arrangement.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF551A to modify the vehicles mentioned above.

Certain brackets used to mount the 2020 integral air tank/air dryer may develop cracks and fail under some conditions.

The existing integral air tank/air dryer mounting brackets and cables will be replaced.

There are approximately 11,938 vehicles involved.

REVISION: The Parts Table has been correct. Please order the **kit and individual parts** to complete the repair.

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 SF551A, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF551

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit/Part
SF551A	25-SF551-000	BRKT-ATNK,BLWRKT-ATNK,BLW	12-24250-000	1 ea
		NUT-HEX,PT,3/8-24,C,ZN/AL,,337	23-13833-206	1 ea
		CABLE-ASSY, MTG,AIR TK	12-21014-000	2 ea
		NUT-HEX,PT,5/8-11,C,ZC,,559	23-13833-110	2 ea
		SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	1 ea
		WASHER-HRDN,0.69X0.94X.117,ZN	23-09114-010	2 ea

Table 1 (Cont. on page 2)

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Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit/Part
SF551A	N/A	WASHER-HRDN,0.41X0.81X.080	23-09114-002	2 ea
		BRKT-ATNK,BLWRKT-ATNK,BLW	12-24250-000	1 ea
		NUT-HEX,PT,3/8-24,C,ZN/AL,,337	23-13833-206	1 ea
		NUT-HEX,PT,5/8-11,C,ZC,,559	23-13833-110	2 ea
		SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	3 ea
		WASHER-HRDN,0.69X0.94X.117,ZN	23-09114-010	6 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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF551A	Replace Air Tank Mounting Bracket	0.6	996-F032A	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 (**SF551-A**).
- In the Primary Failed Part field, enter **25-SF551-000**.
- In the Parts section, enter the appropriate **kit and 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 39-6010A 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 December 31, 2018**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACconnect.com.

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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 via Web inquiry at DTNACONNECT.com / WSC, 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: Cascadia 2020 DRM Air Tank Mounting Brackets

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF551A to modify specific Freightliner Cascadia vehicles manufactured November 23, 2011, through March 31, 2016, equipped with a 2020 integral air tank/air dryer mounting arrangement.

Certain brackets used to mount the 2020 integral air tank/air dryer may develop cracks and fail under some conditions.

The existing integral air tank/air dryer mounting brackets and cables will be replaced.

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. On the menu tab, select "Contact", scroll down to "Find A Dealer", and select the appropriate brand. The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on December 31, 2018**. 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 2020 DRM Air Tank Mounting Brackets

Models Affected: Specific Freightliner Cascadia vehicles manufactured November 23, 2011, through March 31, 2016, equipped with a 2020 integral air tank/air dryer mounting arrangement.

REVISION: The Parts Table has been correct. Please order the **kit and individual parts** to complete the repair.

Air Tank Mounting Bracket Replacement

1. Check the base label (Form WAR259) for a completion sticker for SF551 (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. Shut off the engine, set the parking brake, and chock the tires.
3. Completely drain the air from both the primary and secondary air systems.

NOTE: Replace one tank mounting bracket at a time

4. Using a floor jack, support the front end of the air tank.
5. Remove the cable strap from the front mounting bracket. See [Fig. 1](#).

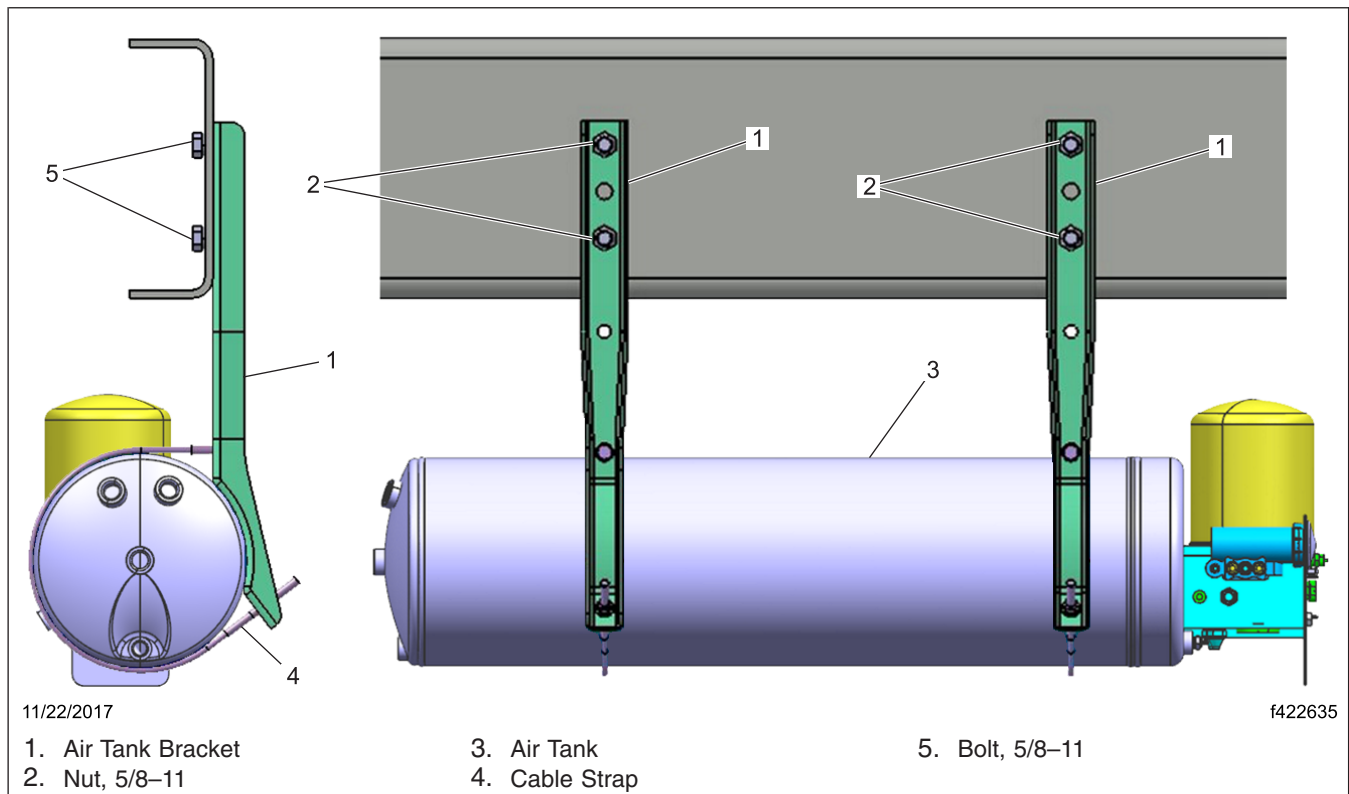


Fig. 1, Air Tank Bracket and Cable Strap Installation

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6. Remove the front mounting bracket from the frame rail.
7. Install the new front mounting bracket on the frame rail. Tighten the bolts 121 to 135 lbf·ft (164 to 183 N·m).
8. Install the cable strap. Tighten the nut 4 to 8 lbf·ft (6 to 10 N·m).
9. Lower the floor jack.
10. Repeat steps 4 through 9 for the rear mounting bracket.
11. Clean a spot on the base label (Form WAR259). Write the campaign number, SF551, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.