

FIELD SERVICE CAMPAIGN BULLETIN

Subject: **Field Service Campaign 17M2-REV**
GHG17 Heavy Duty Engine Platform Front Engine Lifter Bracket

Issue Involved

Detroit Diesel Corporation (DDC) has determined that some certified Model Year 2016 and 2017 GHG17 Heavy Duty Engine Platform engines will require the replacement or installation of a new front engine lifter bracket. These engines are installed exclusively in Freightliner® New Cascadia® vehicles.

The new front engine lifter bracket became effective with engines manufactured after approximately May 31, 2017. Any model year 2016 or 2017 engine manufactured between April 27, 2016, and May 31, 2017, installed in Freightliner® New Cascadia® vehicles, and having the previous lifter bracket or no lifter bracket, may need a new lifter bracket installed. Note that some trucks may already have been repaired and will be excluded from this program.

Installation of the new lifter bracket may prevent failures of the previous lifter bracket.

There are approximately 5,689 engines affected by this Field Service Campaign.

Engines Involved

A list of engines located in your area of responsibility that require this correction is attached.

The table below gives descriptive information to help identify the affected units:

Model Series	Model Number	Model Year	Inclusive Vehicle Mfg. Date (From) (To)	Descriptive Information
DD13	D471928	2016 and 2017	April 27, 2016, to May 31, 2017	Freightliner® New Cascadia®
DD15	D472910	2016 and 2017	April 27, 2016, to May 31, 2017	Freightliner® New Cascadia®

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Owner Notification

Detroit Diesel will notify owners of equipment incorporating engines identified with this Field Service Campaign. A copy of the owner letter that will be used by Detroit Diesel is enclosed with this Field Service Campaign bulletin.

Distributor / Dealer Campaign Responsibility

Detroit Diesel repair facilities are to service all engines subject to this Field Service Campaign. Field Service Campaign 17M2 is to be performed at no charge to owners on all affected engines under the engine warranty or prior to **October 25, 2018**, under the provisions of this Field Service Campaign. Please use the appropriate steps, noted below, for indicating that Field Service Campaign 17M2 has been completed.

Daimler Trucks North America Vehicles

- Check the base label (**Form WAR259**) to see if **Field Service Campaign 17M2** has been completed. The base label is usually located on the passenger-side door about 30 cm (12 inches) below the door latch. If **Field Service Campaign 17M2** has been completed, no further work is needed. If base label is not located on the passenger-side door, please affix label (**Form WAR259**) 30 cm (12 inches) from the door latch.
- Upon completion of **Field Service Campaign 17M2**, clean a spot on the base label (**Form WAR259**), write the Field Service Campaign Number (**17M2**) on a blank, black completion sticker (**Form WAR261**), and attach it to the base label.

Ordering Information

1. If you do not have the appropriate Form or Labels (DDC_WAR 259, DDC_WAR 260, DDC_WAR 261), they can be ordered from **RR Donnelly** by going to **www.DDCSN.com** and clicking on Literature / Ordering Literature.
2. You can also fax in your order to **(800) 773-1430 – ATTN: Jacqueline**
3. Contact **RR Donnelly** at **(800) 280-4520**.

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Parts Information

The necessary part for this Field Service Campaign is lifter bracket P/N: A4722231241. Use only **ONE** bracket per vehicle.

Corrective Procedure

1. Apply the parking brake, chock the wheels, and perform any other applicable safety steps.
2. See Figure 1 for examples of an installed front engine lifter bracket or no bracket (spacers). Does the engine have a currently installed front engine lifter bracket?
 - a. If Yes, go to step 3.
 - b. If No, go to step 4.

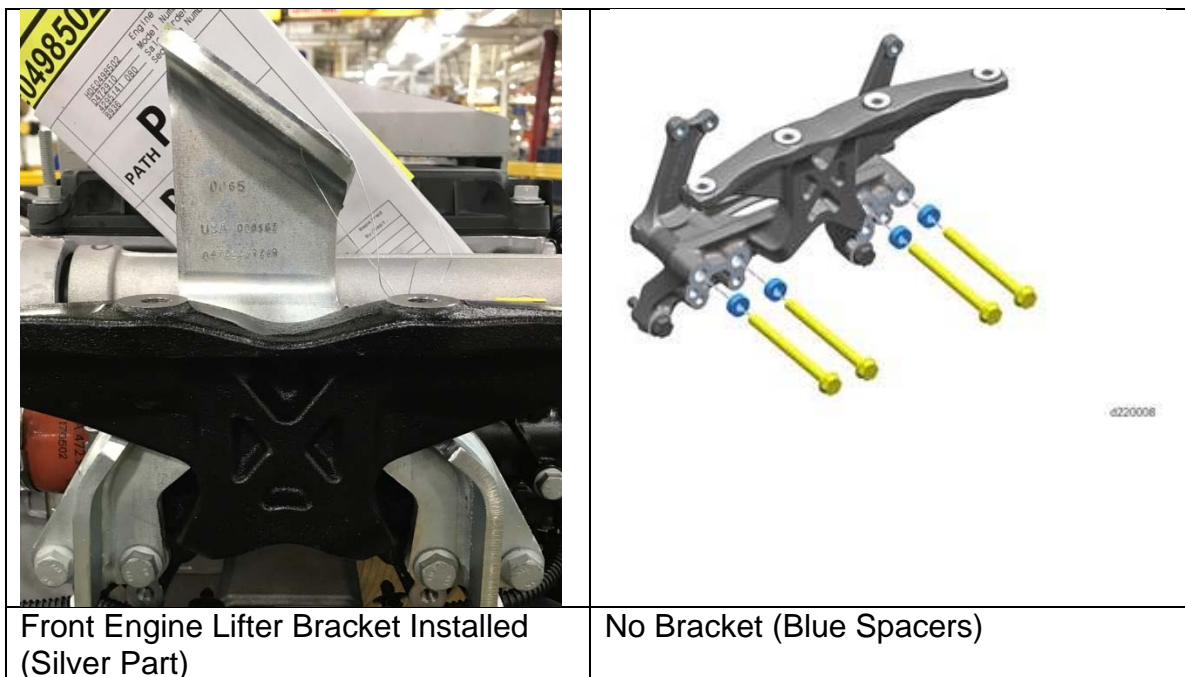


Figure 1 – Front Lifter Bracket Part Identification

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3. Check the part number of the currently installed front lifter bracket. The part number is stamped directly on the front of the bracket. See Figure 2 for an example of a front lifter bracket. Is it P/N: A4722231241?
 - a. If Yes, then no further work is necessary. Go to step 6.
 - b. If No, go to step 4.



Figure 2 – Front Lifter Bracket Part Number Identification

4. Remove and discard either the old front engine lifter bracket or spacers. **REFERENCE** section “Removal of the Front Engine Lifting Bracket (New Cascadia)” in the *GHG17 Heavy Duty Workshop Manual* (DDC-SVC-MAN-0190).
5. Install the new front engine lifting bracket, P/N: A4722231241. **REFERENCE** section “Installation of the Front Engine Lifting Bracket (New Cascadia)” in the *GHG17 Heavy Duty Workshop Manual* (DDC-SVC-MAN-0190).
6. Repairs are complete.

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Notice

Claim administration time, SRT 939-6010A, for 0.3 hours will automatically be added.
No additional operation is required or will be allowed

Warranty Information

Claim Type:	Field Service Campaign
Modification	D17M2
Cause Code:	A1 Campaign
Primary Failed Part:	DDE A4722231041
Labor Code:	996-F172A – Inspect for correct installed lifter bracket/no repair needed
Labor:	0.2 Hours
Labor Code:	996-F172B – Inspect/ remove current lifter bracket/spacers and install new lifter
Labor:	bracket 0.5 Hours
Parts Return:	NONE

Please contact the Detroit™ Customer Support Center at 800-445-1980 or email csc@daimler.com if you have any questions.

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BULLETIN