

April 2018
SF511A
REVISED NOTICE

Subject: Military Vehicle 24V Power Equalizers

Models Affected: Specific Freightliner FLD120 model vehicles manufactured September 8, 2008, through April 26, 2012, and equipped with certain Sure Power 24V power equalizers.

General Information

IMPORTANT: This campaign is being extended for a specific group of vehicles and will be performed by four designated dealerships. If your location has not been contacted directly by Warranty Campaigns, please do not perform this campaign. **The extended dates for SF511 are April 15, 2018, through August 15, 2018.**

NOTE: The following items **WILL BE REQUIRED** on the payment claim:

- **ECRD number** provided by the Warranty Campaigns Dept. If you have not received an ECRD number listing, submit a WSC ticket to Warranty Campaigns.
- **Part number** of the removed equalizer.
- **Serial number** of the removed equalizer.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF511A to modify the vehicles mentioned above.

Certain vehicles manufactured with an Sure Power 24V power equalizer may be at risk for water intrusion.

The equalizer will be replaced with a new Sure Power 24V power equalizer with enhanced environmental protection.

There are approximately 125 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 following the ordering instructions below.

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Parts Ordering Instructions:

- **24V Power Equalizer:** Will be shipped directly to your location per direction of the Warranty Campaigns Department.
- **Hardware Parts in Table 1:** Order from your facing Parts Distribution Center.

Table 1 - Replacement Parts for SF511A. See ordering instructions above.

Campaign Number	Part Description	Part Number	Qty. per VIN
SF511A Shipped per direction of Warranty Campaigns	24V Power Equalizer	SPW21100E00	1 ea
SF511A Order from your facing PDC	SCREW-CAP,HEX1/4-20 X 1-1/2	23-09432-150	6 ea
	NUT-HEX,FLANGE,LOCK,1/4-20,ZINC/ALUMINUM	23-13861-104	6 ea
	WASHER-FLAT,STEEL,1/4 IN	23-00600-025	12 ea
	Completion Sticker	WAR260	1 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
SF511A	Replace equalizer	1.3	996-0967A	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

IMPORTANT: This campaign is being extended for a specific group of vehicles and will be performed by four designated dealerships. If your location has not been contacted directly by Warranty Campaigns, please do not perform this campaign. **The extended dates for SF511 are April 15, 2018, through August 15, 2018.**

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:

- **NOTE:** Travel time may be claimed once per each military base visit on a single claim. Submit an OWL Campaign Preapproval for SF511, choose one vehicle serial number for the actual preapproval claim, then list the remaining vehicle serials repaired during that same visit in the Claim Comments section (you will file regular payment claims on the serials listed in the Comments sections, but without travel time). If you have any questions, please submit a WSC inquiry to Warranty Campaigns for help.
- **NOTE:** Shipping costs for receiving the equalizers may be claimed on a single claim. If you are submitting an OWL Campaign Preapproval for travel time, include the shipping costs on the preapproval. If you are not claiming travel time, submit an OWL Campaign Preapproval for SF511 using one of the vehicles repaired. Include the all shipping costs for receiving the equalizers and attach the shipping receipts.

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- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF511-A**).
- In the Primary Failed Parts field, enter the affect **25-SF511-000**.

NOTE: The following items WILL BE REQUIRED on the payment claim:

- **ECRD number** provided by the Warranty Campaigns Dept. If you have not received an ECRD number listing, submit a WSC ticket to Warranty Campaigns.
- **Part number** of the removed equalizer.
- **Serial number** of the removed equalizer.
- In the Repair Details field, enter the **ECRD number** provided to you from Warranty Campaigns, **Part number** of the removed equalizer, and the **Serial number** of the removed equalizer, (see step #14 in the work instructions for number locations). **These numbers WILL BE REQUIRED on the campaign payment claim.**

NOTE: A parts handling allowance of \$105.00 for the equalizer may be claimed. See the "Other Charges" field below for instructions.

- In the Parts section, enter only the hardware part numbers as shown in the Replacement Parts Table. **DO NOT** enter the equalizer part number.
- 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.
- In the Other Charges field, enter the handling allowance for the equalizer as follows:
 - Expense Type: Parts
 - Description: Handling Allowance
 - Amount: \$105.00
- The VMRS Component Code is **031-002-015** and the Cause Code is **A1 - Campaign**.

This Field Service Campaign will **terminate on August 15, 2018**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACconnect.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 DTNACconnect.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: Military Vehicle 24V Power Equalizers

IMPORTANT: This campaign is being extended for a specific group of vehicles and will be performed by four designated dealerships. If your location has not been contacted directly by Warranty Campaigns, please do not perform this campaign. **The extended dates for SF511 are April 15, 2018, through August 15, 2018.**

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF511A to modify specific Freightliner FLD120 model vehicles manufactured September 8, 2008, through April 26, 2012, and equipped with certain Sure Power 24V power equalizers.

Certain vehicles manufactured with an Sure Power 24V power equalizer may be at risk for water intrusion.

The equalizer will be replaced with a new Sure Power 24V power equalizer with enhanced environmental protection.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed.

IMPORTANT: Advance arrangements are required to ensure parts availability at the time of repair. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com / Contact Us / Find a Dealer. The campaign will take approximately two hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on August 15, 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

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IMPORTANT: This campaign is being extended for a specific group of vehicles and will be performed by four designated dealerships. If your location has not been contacted directly by Warranty Campaigns, please do not perform this campaign. **The extended dates for SF511 are April 15, 2018, through August 15, 2018.**

Work Instructions

1. Check the base label (Form WAR259) for a completion sticker for SF511 (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, shut down the engine, and apply the parking brakes. Chock the tires.
3. Remove battery box cover and set aside.
4. Disconnect the battery bank grounds. See [Fig. 1](#).
 - 4.1 At the grounded end, disconnect all leads attached to the chassis ground stud.
 - 4.2 At the opposite end of the negative jumper cable, disconnect all attached ground leads.
5. At the left end of the battery bank 12-volt jumper cable, mark and remove all leads from the junction point.
6. At the left end of the battery bank 24-volt jumper cable, mark and remove all leads from the junction point.

NOTE: At this point, the battery bank should be completely isolated from the vehicle electrical system.

7. Remove all plastic cable clamps located to the left of the battery bank. Only remove the plastic clamps; do not remove the mounting brackets.
8. Remove the mounting bracket that supports the MEGA® fuse junction block(s) (MFJB).
9. Remove the battery shutoff switch assembly from the side of the battery box.
10. At the equalizer, mark and then disconnect the ground cable, 24-volt cable, and the 12-volt cable.
11. There should now be excess slack/movement in the battery cables. Move the battery cables, including the battery shutoff switch and the MFJB, to the left side of the battery box. This will provide access to the equalizer mounting hardware.
12. Remove and discard the mounting bolts from the equalizer. Remove them by holding the nuts under the battery box with a 7/16-inch wrench while removing the bolts with a 7/16-inch socket wrench.
13. Remove the equalizer from the battery box.

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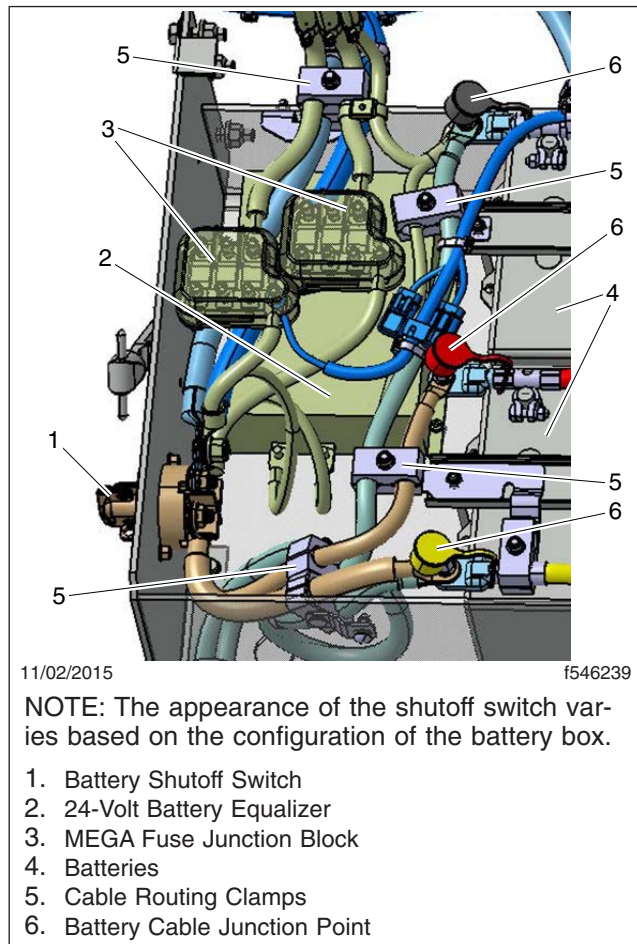


Fig. 1, Battery Box Routing

14. From the removed equalizer, **write down the following numbers as they WILL BE REQUIRED on the campaign payment claim:**
 - Removed equalizer **part number** (i.e. 52210 or 52210RB; this can be found on the top of the equalizer unit.)
 - Removed equalizer **serial number** (the 8 digit serial number can be found on the same label as the part number).
 15. Permanently disable the equalizer by breaking off a terminal stud to render it unusable, then scrap the equalizer.
 16. Install the replacement equalizer.
- IMPORTANT:** The old equalizer mounting hardware cannot be used due to size differences. Refer to [Table 1](#) on page 2 for mounting hardware part numbers.
17. Connect the three cables (24-volt, 12-volt, and ground) to the new equalizer, using the new nuts and lock-washers.
 18. Install the terminal cover. Hardware for the cover is included with the equalizer.
 19. Install the battery shutoff switch assembly.

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20. Install the MFJB bracket.
21. Return all cables to the applicable brackets and clamps, and then secure them.
22. Connect the 24-volt leads to the battery banks 24-volt junction point.
23. Connect the 12-volt leads to the battery banks 12-volt junction point.
24. Connect the negative leads to the battery banks ground junction point.
25. Verify proper operation of starting/charging system, 24-volt and 12-volt loads.

NOTE: A built-in LED status indicator is provided to denote when the unit is producing current. As the batteries become equalized, the LED indicator will diminish in intensity and eventually go dark.

26. Mount and secure the battery box cover.
27. Clean a spot on the base label (Form WAR259). Write the campaign number, SF511, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.