

March 2018
SF554AB

Subject: FCCC Motorhome Valve Stem Stabilizers

Models Affected: Specific Freightliner Custom Chassis X-Line motorhome chassis manufactured November 8, 2016, through July 24, 2017.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF554AB to modify the vehicles mentioned above.

The inner wheel valve stem extension stabilizer may be missing, potentially causing the valve stem extension to rub the outer wheel and damage the polished surface finish.

Replacement of the inner wheel valve stem stabilizers will be installed as needed.

There are approximately 257 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 number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF554AB, 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 SF554

Campaign Number	Part Description	Part Number	Qty.
SF554AB	STABILIZER, VALVE STEM 2.25	13-10233-000	1 per side
SF554A	WHEEL, 22.5 X 900 ALUMINUM	ACC 41730FVXPC	1 per side
SF554B	WHEEL, 22.5 X 900	ACC 41730FVXP	1 per side

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.

March 2018
SF554AB

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF554AB	Inspect Drive-Axle Valve Stem Stabilizer	0.3	996-F002A	06-Inspect
	Inspect/Install Drive-Axle Valve Stem Stabilizer	0.5	996-F002B	
SF554B	Inspect/Install Drive-Axle Valve Stem Stabilizer/Polish one wheel	1.0	996-F002C	12-Repair Recall/Campaign
	Inspect/Install Drive-Axle Valve Stem Stabilizer/Polish two wheels	1.5	996-F002D	
SF554AB	Inspect/Install Drive-Axle Valve Stem Stabilizer/Replace one wheel	1.3	996-F002E	
	Inspect/Install Drive-Axle Valve Stem Stabilizer/Replace two wheels	2.0	996-F002F	

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 (**SF554-A or SF554B**).
- In the Primary Failed Part field, enter **25-SF554-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table. For vehicles is SF554B, up to 10.00 in polishing compound can be included on your claim without preapproval. If replacing wheels, **a photo of damage is a required attachment** to the payment claim
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 39-6010A for 0.4 hours for RVs.
- The VMRS Component Code is **017-008-008** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on March 31, 2019**. 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 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.

March 2018
SF554AB

Copy of Notice to Owners

Subject: FCCC Motorhome Valve Stem Stabilizers

Daimler Trucks North America LLC, on behalf of its Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF554AB to modify specific Freightliner Custom Chassis X-Line motorhome chassis manufactured November 8, 2016, through July 24, 2017.

The inner wheel valve stem extension stabilizer may be missing, potentially causing the valve stem extension to rub the outer wheel and damage the polished surface finish.

Replacement of the inner wheel valve stem stabilizers will be installed as needed.

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, go to 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 two hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on March 31, 2019**. 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

March 2018
SF554AB

Work Instructions

Subject: FCCC Motorhome Valve Stem Stabilizers

Models Affected: Specific Freightliner Custom Chassis X-Line motorhome chassis manufactured November 8, 2016, through July 24, 2017.

Inspect/Install Inner Wheel Valve Stem Stabilizers

1. Check the base label (Form WAR259) for a completion sticker for SF554 (Form WAR261) indicating this work has been done. The base label is usually located on the front wall under the dash. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Inspect each drive-axle inner wheel valve stem to determine if a valve stem stabilizer is installed. See [Fig. 1](#) and [Fig. 2](#).



Fig. 1, Valve Stem Stabilizer is Missing

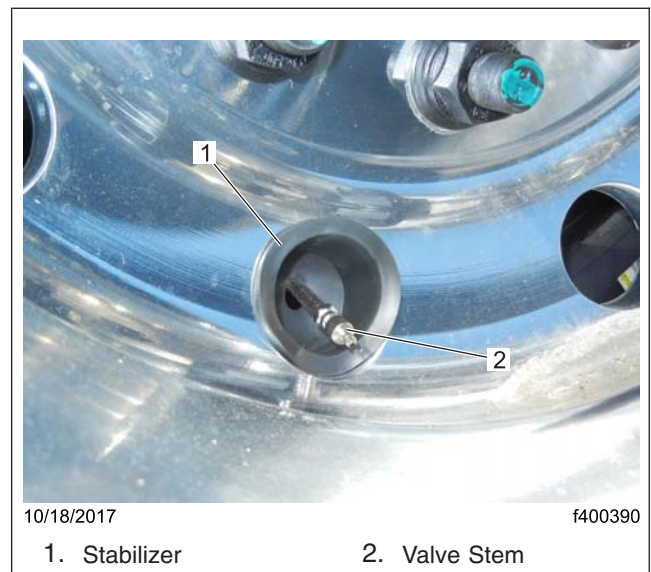


Fig. 2, Valve Stem with Stabilizer

- 3.1 If all drive-axle valve stems have a stabilizer, no further work is needed. Go to step 6.
- 3.2 If the stabilizer is not installed on one or both valve stems, proceed with the instructions below.
4. Inspect the drive-axle wheels for damage. The wheels may be scratched from contact with the valve stem.

NOTE: Minor scratches on non-coated wheels can usually be buffed out with compound instead of replacing the wheel. If a drive-axle wheel is damaged beyond repair, replace it. When replacing wheels, **a photo of damage is a required attachment** to the payment claim.

NOTE: Some force may be needed to properly seat the groove of the stabilizer.

5. Insert the valve stem through the hole in the stabilizer, then press the stabilizer into place. Look between the rear tires and verify that the stabilizer flange pops out on the back-side of the wheel.
6. Clean a spot on the base label (Form WAR259). Write the campaign number, SF554, on a completion sticker (Form WAR261), and attach it to the base label to indicate this campaign has been completed.