

March 2018
SF555A-D

Subject: Freightliner Cascadia Hood Mirrors

Models Affected: Specific Freightliner Cascadia vehicles manufactured November 1, 2016, through September 10, 2017.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Truck Division, is initiating Field Service Campaign SF555A-D to modify the vehicles mentioned above.

Certain vehicles may have been equipped with incorrect hood-mounted spot mirrors.

Mirrors will be replaced with Entry Level Day Cab (ELDC) hood-mounted spot mirrors

There are approximately 22 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 SF555A-D, a list of the customers and vehicle identification numbers will be available on DTNACconnect. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF555A-D.

Campaign Number	Part Description	Part Number	Qty.
SF555A	MIRROR-HOOD,ELDC,HTD,BLK,LH	A22-73902-000	1 ea
	MIRROR-HOOD,ELDC,HTD,BLK,RH	A22-73902-001	1 ea
SF555B	MIRROR-HOOD,ELDC,HTD,BRT,LH	A22-73902-002	1 ea
	MIRROR-HOOD,ELDC,HTD,BRT,RH	A22-73902-003	1 ea
SF555C	MIRROR-HOOD,ELDC,HTD,BLK,RH	A22-73902-001	1 ea
SF555D	MIRROR-HOOD,ELDC,HTD,BRT,RH	A22-73902-003	1 ea
SF555A-D	NUT-HX,W/CONICAL WSHR M8X1.25	N910104 008000	4 per mirror

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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF555AB	Replace 2 mirrors	0.5	996-F008B	12-Repair Recall/Campaign
SF555CD	Replace 1 mirror	0.3	996-F008A	

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 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 (**SF555-A, SF555-B, etc.**).
- In the Primary Failed Part field, enter **25-SF555-000**.
- 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 39-6010A for 0.3 hours.
- The VMRS Component Code is **002-010-037** 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 DTNAConnect.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 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: Freightliner Cascadia Hood Mirrors

Daimler Trucks North America LLC, on behalf of its Freightliner Truck Division, is initiating Field Service Campaign SF555A-D to modify specific Freightliner Cascadia vehicles manufactured November 1, 2016, through September 10, 2017.

Certain vehicles may have been equipped with incorrect hood-mounted spot mirrors.

Mirrors will be replaced with Entry Level Day Cab (ELDC) hood-mounted spot mirrors

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 one half hour 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

February 2018
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Work Instructions

Subject: Freightliner Cascadia Hood Mirrors

Models Affected: Specific Freightliner Cascadia vehicles manufactured November 1, 2016, through September 10, 2017.

Spot Mirror Replacement

1. Check the base label (Form WAR259) for a completion sticker for SF555 (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, apply the parking brake, chock the wheels, and perform any other applicable safety steps.
3. Open the hood.
4. Disconnect the mirror heater wiring, if equipped.
5. Remove the four nuts that attach the spot mirror to the hood. See [Fig. 1](#). Discard the nuts.

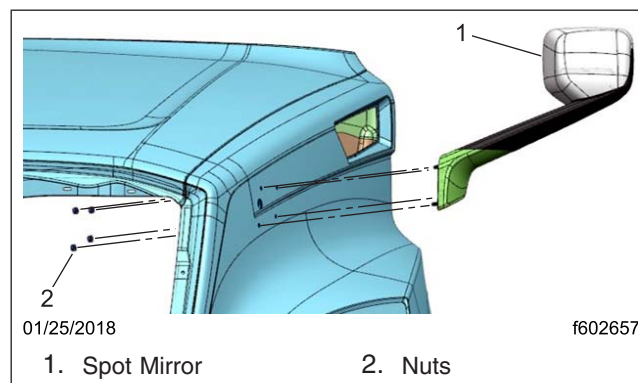


Fig. 1, Spot Mirror Installation

6. Using new nuts, install the new spot mirror. Tighten the nuts 9 to 12 lbf·ft (13 to 16 N·m).
7. Connect the mirror heater wiring, if equipped.
8. Close the hood.
9. Clean a spot on the base label (Form WAR259). Write the campaign number, SF555, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.