

May 2018
SF559A

Subject: Freightliner Business Class M2 Power Steering Hoses

Models Affected: Specific Freightliner Business Class M2 vehicles built with a medium duty engine and manufactured October 3, 2016, through June 29, 2017.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF559A to modify the vehicles mentioned above.

Certain vehicles were built with an incorrect power steering return hose which can contact the Power Distribution Module (PDM). This may result in a power steering return hose leak and slow deterioration in power assist performance over time.

The power steering return hose will be inspected and replaced as needed.

There are approximately 977 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 SF559A, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF559A

Campaign Number	Part Description	Part Number	Qty.
SF559A	HOSE/TUBING-FLUID-STEERING,FORMED,RTN,2Q	14-17797-000	1 ea
	BLANK COMPLETION STICKER	WAR261	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.

May 2018
SF559A

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF559A	INSPECT POWER STEERING RETURN HOSE	0.1	996-F015B	06-Inspect
	INSPECT/REPLACE POWER STEERING RETURN HOSE	0.4	996-F015A	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 (**SF559-A**).
- In the Primary Failed Part field, enter **25-SF559-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table. A parts allowance is included for up to 2 quarts of DEXTRON III fluid.
- 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.
- The VMRS Component Code is **015-005-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on May 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.

May 2018
SF559A

Copy of Notice to Owners

Subject: Freightliner Business Class M2 Power Steering Hoses

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF559A to modify specific Freightliner Business Class M2 vehicles built with a medium duty engine and manufactured October 3, 2016, through June 29, 2017.

Certain vehicles were built with an incorrect power steering return hose which can contact the Power Distribution Module (PDM). This may result in a power steering return hose leak and slow deterioration in power assist performance over time.

The power steering return hose will be inspected and replaced 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, 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 May 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

May 2018
SF559A

Work Instructions

Subject: Freightliner Business Class M2 Power Steering Hoses

Models Affected: Specific Freightliner Business Class M2 vehicles built with a medium duty engine and manufactured October 3, 2016, through June 29, 2017.

Inspect and Replace Power Steering Return Hose

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF559 (Form WAR261), indicating that the work has been completed. If a completion sticker is present for campaign SF559, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.
3. Open the hood.
4. Perform a visual check to see if the correct pre-formed hose is installed. If the correct hose is installed, close the hood and go to step 17. If the correct hose is not installed, continue with the next step.
5. Disconnect the batteries at the negative terminals.
6. Attach a clamp to the bottom of the reservoir to avoid excess fluid loss.
7. Disconnect the return hose at the reservoir.
8. Drain the fluid from the power steering system, then remove the clamp.
9. Remove the return hose.
10. Install the new return hose, and route it as shown in [Fig. 1](#).

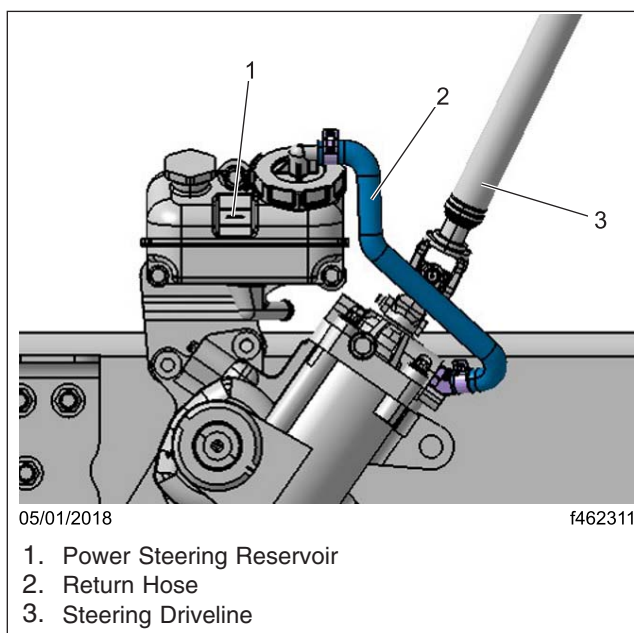


Fig. 1, Power Steering Return Hose Installation

**May 2018
SF559A**

11. Connect the batteries.
12. Fill the power steering reservoir to between the MAX HOT and MIN COLD lines.
13. Start the engine and turn the steering wheel from full right to full left two or three times to remove air from the hoses.
14. Check the power steering reservoir again and add fluid if needed.
15. Check the hydraulic lines for leaks.
16. Close the hood.
17. Clean a spot on the base label (Form WAR259). Write the campaign number, SF559, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.