

August 2018  
SF549A

## Subject: FCCC School Bus Chassis Driveline Guards

**Models Affected: Specific Freightliner Custom Chassis B2 school bus chassis manufactured October 1, 2013, through October 3, 2016.**

### General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Customer Chassis Corporation, is initiating Field Service Campaign SF549A to modify the vehicles mentioned above.

A driveline guard, intended to retain the driveshaft in the event of a driveline failure, may be missing on certain vehicles. The driveline guard is optional in some states.

To make the vehicle universally compliant in all jurisdictions, a driveline guard will be installed.

There are approximately 197 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 kit and/or 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 SF549A, 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 SF549

Campaign Number	Kit Number	Part Description	Part Number	Qty. per VIN
SF549A	N/A	GUARD-DRIVESHAFT, FS65	09-10884-000	1 ea
		BRACKET-DRIVESHAFT GUA	09-10261-000	1 ea
		WASHER-FLAT,STEEL,HARDENED,1/2 IN	23-09114-003	10 ea
		SCREW,CAP,HEX,1/2-13,G	23-11751-150	5 ea
		NUT-HEX,PT,1/2-13,GR C,ZN/AL,.448	23-13833-108	5 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.

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## Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF549A	Install driveline guard	2.9	996-F013A	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 (**SF549-A**).
- In the Primary Failed Part field, enter **25-SF549-000**.
- In the Parts section, enter the appropriate kit or 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 939-6010A for 0.3 hours.
- The VMRS Component Code is **024-002-051** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on August 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: FCCC School Bus Chassis Driveline Guards

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF549A to modify specific Freightliner Custom Chassis B2 school bus chassis manufactured October 1, 2013, through October 3, 2016.

A driveline guard, intended to retain the driveshaft in the event of a driveline failure, may be missing on certain vehicles. The driveline guard is optional in some states.

To make the vehicle universally compliant in all jurisdictions, a driveline guard will be installed.

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](http://www.Daimler-TrucksNorthAmerica.com) / Contact Us / Find a Dealer. The campaign will take approximately three hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on August 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](mailto: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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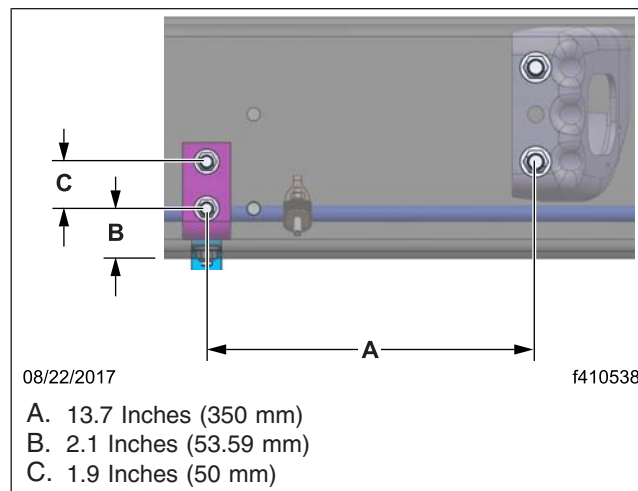
## Work Instructions

### Subject: FCCC School Bus Chassis Driveline Guards

**Models Affected: Specific Freightliner Custom Chassis B2 school bus chassis manufactured October 1, 2013, through October 3, 2016.**

### Driveline Guard Installation

1. Check the base label (Form WAR259) for a completion sticker for SF549 (Form WAR261) indicating this work has been done. The base label is usually located over the driver's window. 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. Locate the third driveline drive shaft and the crossmember directly in front of that drive shaft.
4. On the outside of the frame rail on both the driver- and passenger-side, measure 13.7 inches (350 mm) rearward from the center of the crossmember mounting bolt, then mark a vertical line from the bottom of the frame rail upwards. See [Fig. 1](#).



**Fig. 1, Measurement for Holes to be Drilled**

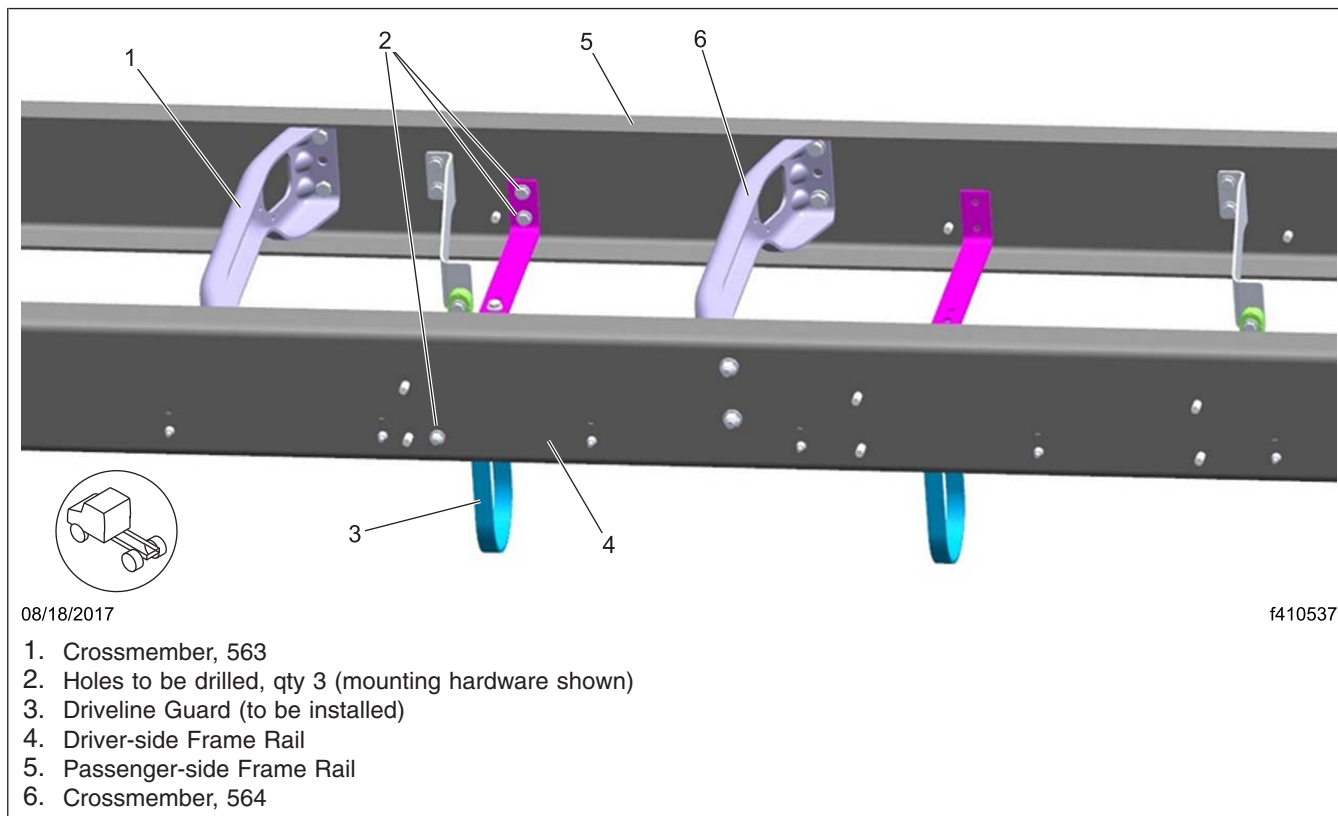
5. On both the driver- and passenger-side, make a horizontal line across to the vertical line 2.1 inches (53.59 mm) from the bottom of the frame rail. See [Fig. 1](#).
6. On the passenger-side only, mark another horizontal line across the vertical line 1.9 inches (50 mm) above the line made in step 5.

## NOTICE

**Be careful not to damage any brake lines or other components when drilling.**

7. Using a 14.29 mm (5/8 inch) bit, drill two holes on the passenger-side frame rail at the intersections of the horizontal and vertical lines, and one hole on the driver-side frame rail. See [Fig. 2](#) for the location of the three holes to be drilled.

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**Fig. 2, Driveline Guard Installation**

8. Paint the holes.
9. Install the driveline guard using the hardware provided and tighten 64 lbf·ft (87 N·m). See **Fig. 2**.
10. Clean a spot on the base label (Form WAR259). Write the campaign number, SF549, on a blank grey completion sticker (Form WAR261), and attach it to the base label to indicate this campaign has been completed.