

December 2018
SF558A

Subject: Cascadia Front Suspension Crossmember Steel Sleeves

**Models Affected: Specific Freightliner Cascadia vehicles
manufactured May 3, 2016, through October 13, 2017.**

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF558 to modify the vehicles mentioned above.

On specific Cascadia vehicles, a tolerance build up between the steel sleeve and casting on the front spring and engine crossmember can lead to the steel sleeve not seating properly against the spring bushing. This can lead to premature wear of the spring bushing.

The steel sleeve will be inspected and adjusted to seat against the spring bushing as needed.

There are approximately 14,876 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 numbers listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF558, 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.

NOTE: DTNA tool DKICHA018002 (Wedge and Plate) is required, and was shipped to all dealers on December 20, 2018.

Table 1 - Replacement Parts for SF558

Campaign Number	Part Description	Part Number	Qty. per Vehicle
SF558A	NUT-HEX,LKG,ZNAL,BK,M20X1.5	23-14072-120	1 ea or 2 ea
	BOLT-HEX,ZNAL,BK,M20X1.5X200	23-14069-200	1 ea or 2 ea
	WSHR-STL,HDND,ZNAL,BK,.750	23-14091-009	1 ea or 2 ea
	BLANK COMPLETION STICKER	WAR261	1 ea or 2 ea

Table 1

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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
SF558A	Inspect steel sleeve	0.1	996-F187A	06-Inspect
	Inspect and adjust steel sleeve on one side	0.6	996-F187B	12-Repair Recall/Campaign
	Inspect and adjust steel sleeve on both sides	0.8	996-F187C	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 (**SF558-A**).
- In the Primary Failed Part field, enter **25-SF558-000**.
- 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 939-6010A for 0.3 hours.
- The VMRS Component Code is **016-002-025** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on December 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.)

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: Cascadia Front Suspension Crossmember Steel Sleeves

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF558A to modify specific Freightliner Cascadia vehicles manufactured May 3, 2016, through October 13, 2017.

On specific Cascadia vehicles, a tolerance build up between the steel sleeve and casting on the front spring and engine crossmember can lead to the steel sleeve not seating properly against the spring bushing. This can lead to premature wear of the spring bushing.

The steel sleeve will be inspected and adjusted to seat against the spring bushing 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 one half hour to two hours, depending on the repair, and will be performed at no charge to you.

This Field Service Campaign will **terminate on December 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

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Work Instructions

Subject: Cascadia Front Suspension Crossmember Steel Sleeves

Models Affected: Specific Freightliner Cascadia vehicles
manufactured May 3, 2016, through October 13, 2017.

NOTE: DTNA tool DKICHA018002 (Wedge and Plate) is required, and was shipped to all dealers on December 20, 2018.

Work Instructions

1. Check the base label (Form WAR259) for a completion sticker for SF558 (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, set the parking brake, and chock the tires.
3. Open the hood.
4. Inspect the forward spring hanger on the front spring installation. See [Fig. 1](#). Measure the steel sleeve protrusion outboard of the hanger casting. See [Fig. 2](#). Repeat the inspection on the other side of the vehicle.

If the steel sleeve protrudes **less** than 1/4 in (6 mm) outboard of the hanger casting, no further work is needed. Clean a spot on the base label (Form WAR259). Write the campaign number, SF558, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.

If the steel sleeve protrudes **more** than 1/4 in (6 mm) outboard of the hanger casting, continue with the next step.

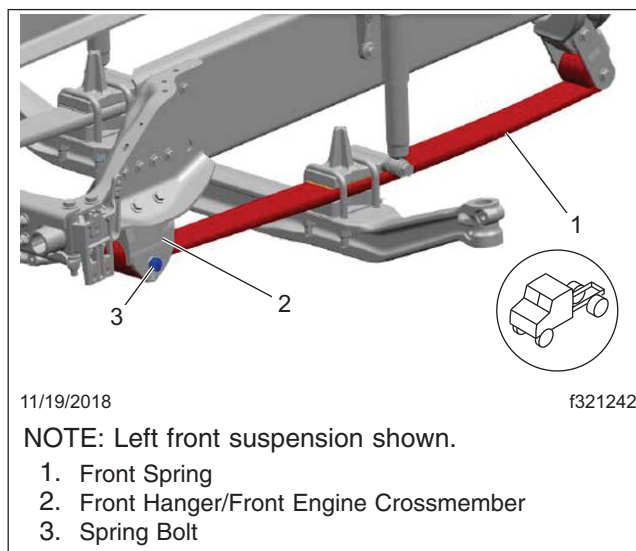
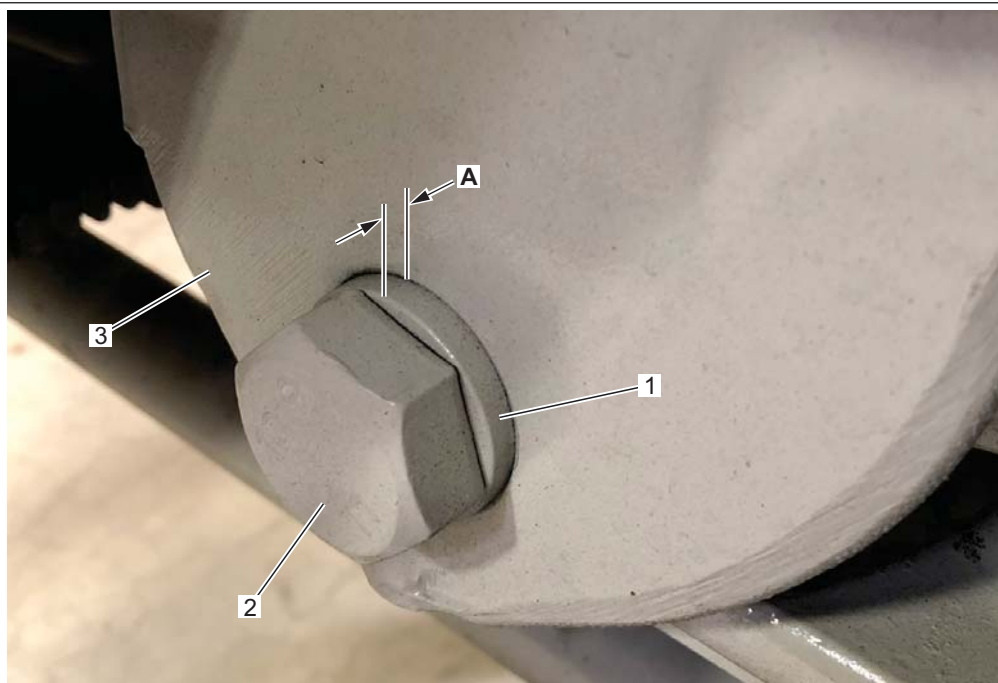


Fig. 1, Front Suspension

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A. If 1/4 inch (6 mm) or greater, adjustment required. If less than 1/4 inch (6 mm), no further work is needed.

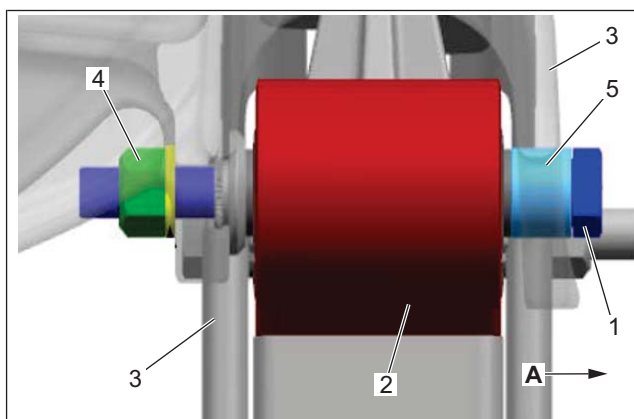
1. Steel Sleeve

2. Spring Bolt

3. Front Hanger

Fig. 2, Sleeve Protrusion Measurement at the Forward Spring Bolt

5. Remove the bumper. See the *New Cascadia Workshop Manual, Group 31*.
6. Raise and support the front of the vehicle with jack stands under the ends of the front frame rails.
7. Turn the wheels fully to the right (clockwise).
8. While holding the front hanger nut with a 30 mm wrench, use a 30 mm socket to loosen the front hanger bolt. See [Fig. 3](#).



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A. Outboard

1. Spring Bolt

2. Spring

3. Front Hanger

4. Nut

5. Steel Sleeve

Fig. 3, Front Hanger Spring Installation

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9. Turn the bolt head until no threads are visible past the end of the nut, but the nut is still on the bolt.
10. Insert the wedge on the outboard side and the flat plate on the inboard side of the spring eye. The insert line on the wedge (see **Fig. 4**, Ref. 3) should line up with the bottom of the hanger. If necessary, lightly tap the wedge into position by hand. Do not use a hammer. See **Fig. 5**.

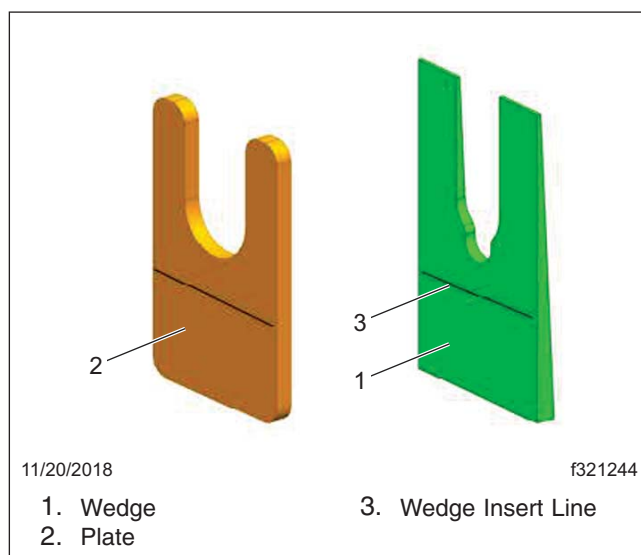


Fig. 4, Wedge and Plate (DKICHA018002)

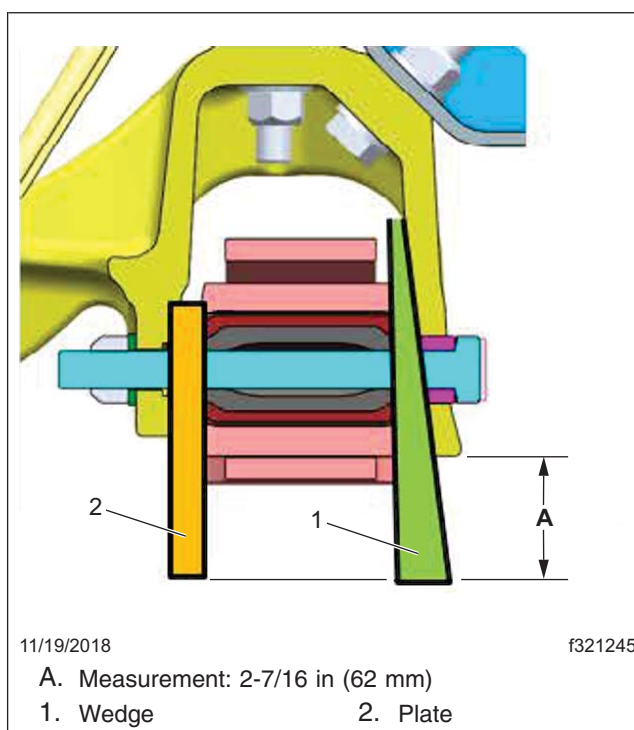


Fig. 5, Wedge and Plate in Position

11. Tighten the bolt 245 lbf·ft (332 N·m). The steel sleeve should be fully seated in the casting. The maximum protrusion past the casting surface is 1/4 in (6 mm).
12. Remove the bolt, nut, wedge, and plate.
13. Install a new bolt and nut. Tighten the bolt 245 lbf·ft (332 N·m).
14. Clean a spot on the base label (Form WAR259). Write the campaign number, SF558, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.