

April 2019
SF572AB

Subject: Radiator Pipe and Steering Hose Interference

Models Affected: Specific Freightliner 114SD and Western Star 4700 model vehicles manufactured December 11, 2017, through April 9, 2018

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and wholly-owned subsidiary, Western Star Truck Sales Inc, is initiating Field Service Campaign SF572AB to modify the vehicles mentioned above.

On certain vehicles, there may be interference between the radiator pipe and steering hose.

Lines will be rerouted and replaced as needed.

There are approximately 100 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 SF572, 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 SF572

Campaign Number	Part Number	Part Description	Qty.
SF572AB	A14-20254-000	TUBE-P/S,SFA,SPL,CLR,PLMB,ASSY	1 ea
	A14-19319-000	TUBE-90DEG,#10JIC-HOSE	1 ea
	23-13861-104	1/4-20 SELFLOC L	1 ea
	23-12886-000	MOUNT-DUAL SWIVEL,2 CABLE TIES	1 ea
	23-10742-100	SCREW-CAP,HEX,1/4-20 X 1,GRADE 5	1 ea
	UMP S464G20	CLAMP-HOSE,SGL,CUSH,1.	1 ea
	23-11000-801	ELBOW-90,STRAIGHT,7/8-14,37,3/4-16	1 ea
	23-10900-025	WASHER-FLAT,STAINLESS STL,1/4,.625 OD	2 ea
	48-25049-010	HOSE	3 ea
	DEXTRON III	ATF FLUID	Up to 2 Quarts
SF572B	12-29470-000	BRKT-FRONT BRAKE,413-1AA	1 ea
SF572AB	25-SF572-000	BLANK COMPLETION STICKER	1 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
SF572A	Replace power steering tube assembly and modify brake bracket	1.6	996-F020A	12-Repair Recall/Campaign
SF572B	Replace power steering tube assembly and replace brake bracket	1.8	996-F020B	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 (**SF572-A or SF572-B**).
- In the Primary Failed Part field, enter **25-SF572-000**.
- In the Parts section, enter the appropriate part numbers 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 **015-005-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on April 30, 2020**. 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: Radiator Pipe and Steering Hose Interference

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and wholly-owned subsidiary, Western Star Truck Sales, Inc, is initiating Field Service Campaign SF572AB to modify specific Freightliner 114SD and Western Star 4700 model vehicles manufactured December 11, 2017, through April 9, 2018.

On certain vehicles, there may be interference between the radiator pipe and steering hose.

Lines will be rerouted 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 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 2 hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on April 30, 2020**. 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: Radiator Pipe and Steering Hose Interference

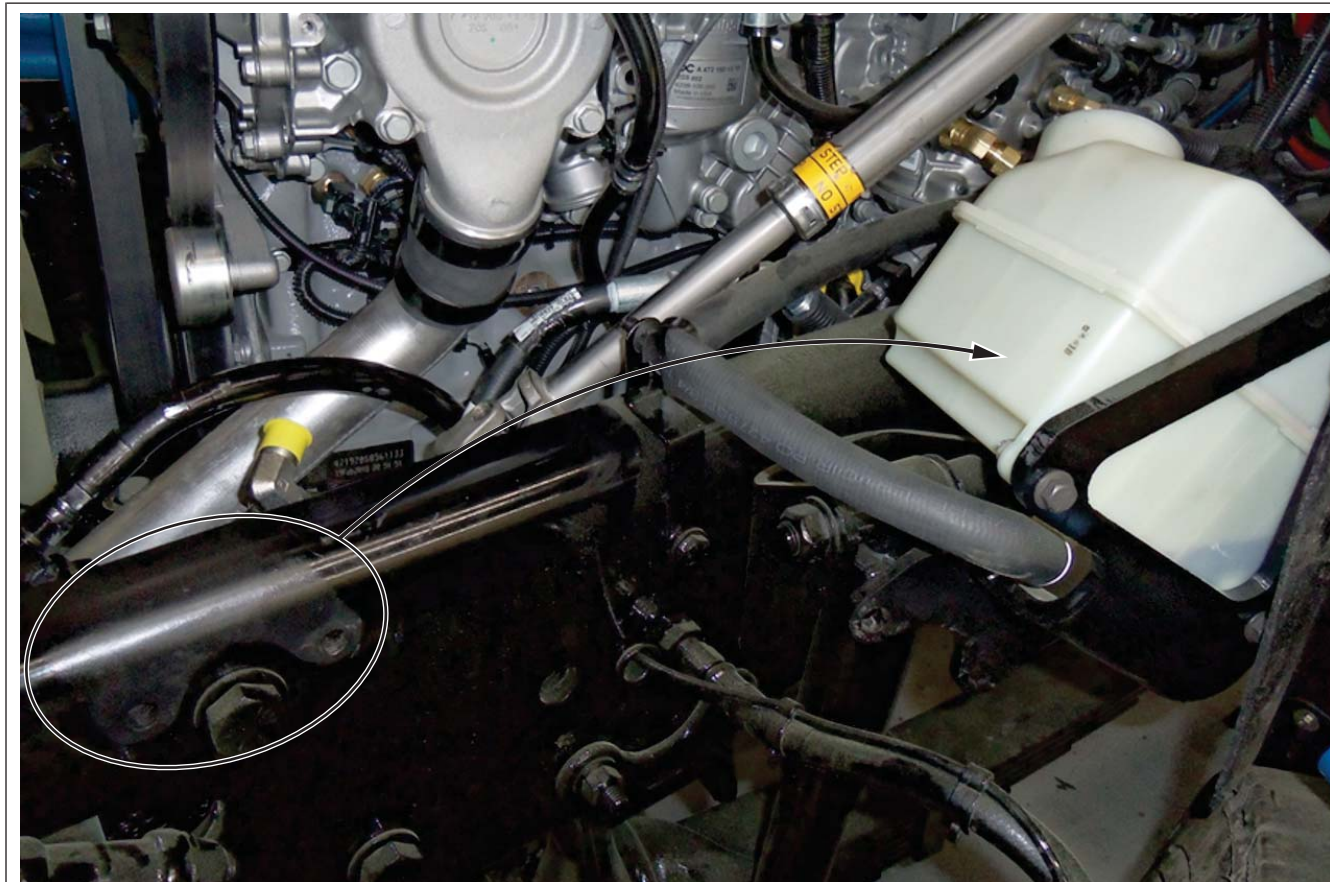
Models Affected: Specific Freightliner 114SD and Western Star 4700 model vehicles manufactured December 11, 2017, through April 9, 2018

Removal and Installation of Power Steering Lines

1. Check the base label (Form WAR259) for a completion sticker for SF572 (Form WAR261) indicating this work has been done. 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 there is no sticker, proceed with the next step.
2. Perform the appropriate procedure based on the vehicle population group:
 - **SF572A: Repair with Modification of Existing Front Brake Valve Mounting Bracket** (Page 4)
 - **SF572B: Repair with Installation of New Front Brake Valve Mounting Bracket** (Page 7)

SF572-A: Repair with Modification of Existing Front Brake Valve Mounting Bracket

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires. Open the hood.
2. Pinch off the lower power steering reservoir hose.
3. Leaving the hoses connected, remove the bolts holding the power steering reservoir to the rail and set the reservoir aside. See [Fig. 1](#).



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Fig. 1, Power Steering Reservoir Set Aside

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4. Disconnect the two power steering hoses running from the hard line assembly to the cooler underneath the truck, and drain the extra fluid.
5. Disconnect the upper power steering hoses.
6. To make them easier to remove, cut off the portion of the bracket that had the hard lines welded to it. See [Fig. 2](#).



Fig. 2, Removal of the Hard Lines

7. Accessing them from underneath the engine cross member, remove the two bolts that are holding the remainder of the old hard lines to the cross member and remove the hard lines. See [Fig. 3](#). Save the bolts and fasteners.

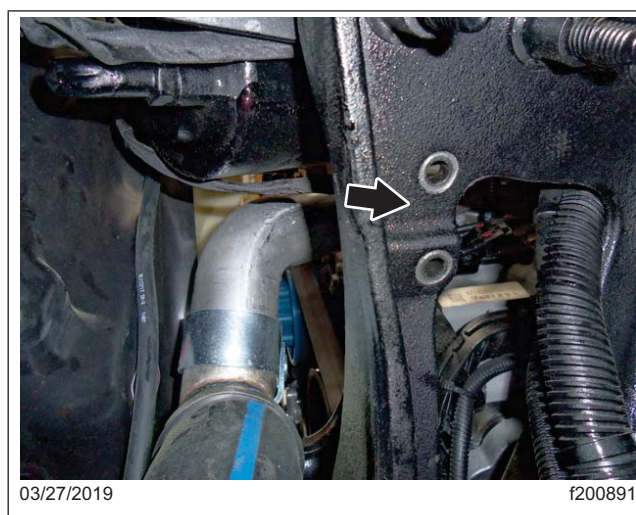


Fig. 3, Fastener Locations

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8. Cut the tab off the brake valve bracket. See [Fig. 4](#).

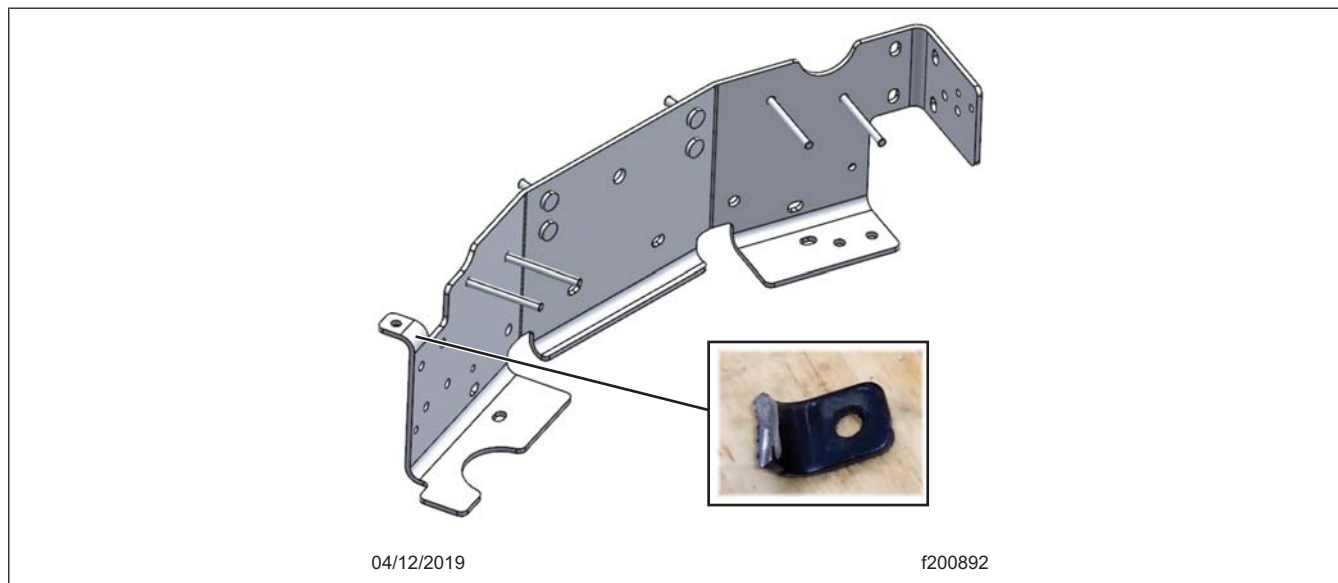


Fig. 4, Tab to Remove

9. Paint the exposed cut surface of the bracket.
10. Remove the fitting in the top of the steering gear and install new 90 degree fitting (part no: 23-11000-801). Torque the jam nut on the pressure line fitting to 37 lb·ft (50 N·m). See [Fig. 5](#).

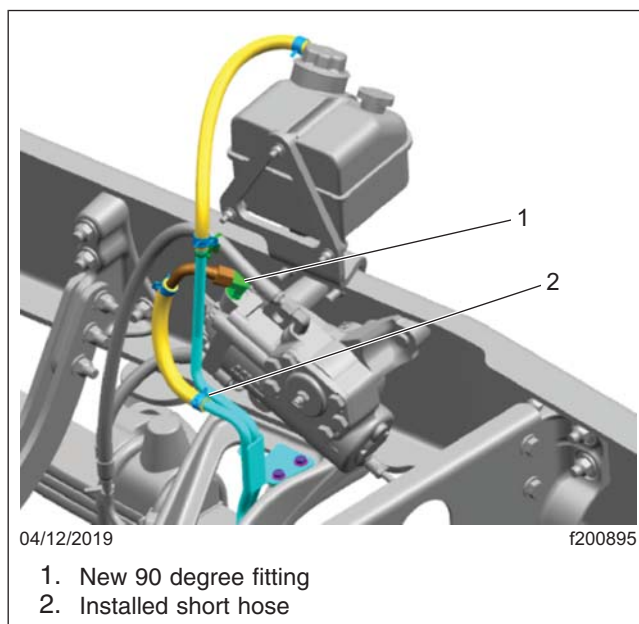


Fig. 5, New Layout Overview

11. Install a new short hose on the 90 degree pipe. See [Fig. 5](#).
12. Accessing the area from underneath the vehicle, install the new hard line assembly using the mounting fasteners. Torque to 26 lb·ft (35 N·m).

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13. Connect the two power steering hoses running from the cooler to the new hard line assembly. Attach the short hose to the top of the hard line.
14. Using a tie strap, secure the brake lines to the new hard lines to avoid rubbing. See [Fig. 6](#).

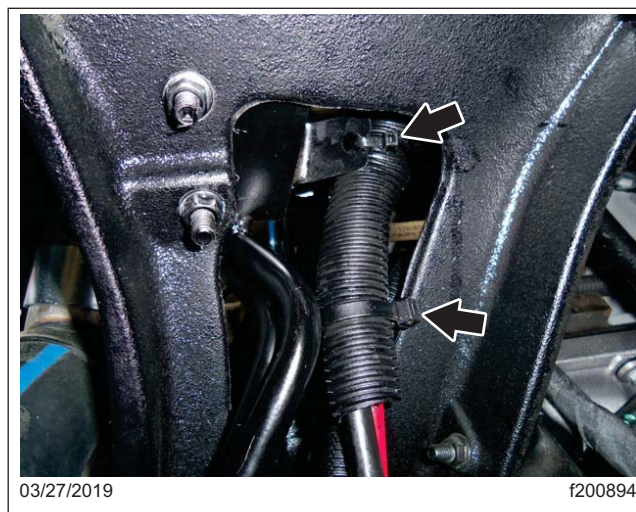


Fig. 6, Secure the brake lines to the New Hard Lines

15. Install the new 90 degree short hard pipe (A14-19319-00). Torque to 41 lb·ft (56 N·m). Cut to fit the new short hose that was installed on the hard line assembly. Connect the upper power steering lines.
16. Install the power steering reservoir to the rail. Torque to 64 lb·ft (87 N·m).
17. Bleed the power steering system. See "Air Bleeding the System" in the *Western Star Workshop Manual* 46.08.110, or the *108SD and 114SD Workshop Manual* 46.04.110.
18. Close the hood.
19. Clean a spot on the base label (Form WAR259). Write the campaign number, SF572, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed. Attach it to the base label.

SF572-B: Repair with Installation of New Front Brake Mounting Bracket

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires. Open the hood.
2. Pinch off the lower power steering reservoir hose.
3. Leaving the hoses connected, remove the bolts holding the power steering reservoir to the rail and set the reservoir aside. See [Fig. 1](#).
4. Disconnect the two power steering hoses running from the hard line assembly to the cooler underneath the truck, and drain the extra fluid.
5. Disconnect the upper power steering hoses.
6. To make them easier to remove, cut off the portion of the bracket that had the hard lines welded to it. See [Fig. 2](#).
7. Accessing them from underneath the engine cross member, remove the two bolts that are holding the remainder of the old hard lines to the cross member and remove the hard lines. See [Fig. 3](#). Save the bolts and fasteners.
8. Remove the old brake bracket.

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9. Install the new brake bracket. Torque the bolts to 26 lb·ft (35 N·m).
10. Remove the fitting in the top of the steering gear and install new 90 degree fitting (part no: 23-11000-801). Torque the jam nut on the pressure line fitting to 37 lb·ft (50 N·m). See [Fig. 5](#).
11. Install a new short hose on the 90 degree pipe. See [Fig. 5](#).
12. Accessing the area from underneath the vehicle, install the new hard line assembly using the mounting fasteners. Torque to 26 lb·ft (35 N·m).
13. Connect the two power steering hoses running from the cooler to the new hard line assembly. Attach the short hose to the top of the hard line.
14. Using a tie strap, secure the brake lines to the new hard lines to avoid rubbing. See [Fig. 6](#).
15. Install the new 90 degree short hard pipe (A14-19319-00). Torque to 41 lb·ft (56 N·m). Cut to fit the new short hose that was installed on the hard line assembly. Connect the upper power steering lines.
16. Install the power steering reservoir to the rail. Torque to 64 lb·ft (87 N·m).
17. Bleed the power steering system. See "Air Bleeding the System" in the *Western Star Workshop Manual* 46.08.110, or the *108SD and 114SD Workshop Manual* 46.04.110.
18. Close the hood.
19. Clean a spot on the base label (Form WAR259). Write the campaign number, SF572, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed. Attach it to the base label.