

June 2019
SF578AB
REVISED NOTICE

Subject: Forward Chassis Wiring Harness

Models Affected: Specific Freightliner Cascadia model vehicles,
manufactured June 13, 2016, through April 6, 2018.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks division, is initiating Field Service Campaign SF578AB to modify the vehicles mentioned above.

The forward harness may experience chafing.

The forward harness will be repaired and secured to prevent chafing.

There are approximately 28,100 vehicles involved.

REVISIONS: The parts table has been adjusted. Please review the replacement parts table.

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 SF578, 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 SF578

Campaign Number	Part Number	Part Description	Qty.
SF578AB	TYC DCT110HIR	TIE STRAP	4 ea
	23-14137-000	CABLE TIE-FIR TREE MOUNT, TYC	4 ea
	23-13279-008	STRAP-TIE, STD MNT, 5/16 PUSH ON	2 ea
SF578AB	A 681 997 08 90	RETAINER CLAMP	1 ea
	23-09796-309	TIE STRAP-8" X .19" ,BLACK,NYLON	1 ea
	23-13477-100	CLIP-EDGE 1-3MM CA TIE PERP-EN	1 ea
SF578AB	WAR261	BLANK COMPLETION STICKER	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.

June 2019
SF578AB
REVISED NOTICE

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF578AB	Inspect Forward Harness	0.3	996-F045A	06-Inspect
SF578AB	Inspect and Repair Forward Harness	1.3	996-F045B	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:

REVISIONS: The parts table has been adjusted. Please review the replacement parts table.

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF578-A, SF578-B, etc.**).
- In the Primary Failed Part field, enter **25-SF578-000**.
- 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 **034-004-099** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on May 31, 2020**. 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.

June 2019
SF578AB
REVISED NOTICE

Copy of Notice to Owners

Subject: Forward Chassis Wiring Harness

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks division, is initiating Field Service Campaign SF578AB to modify specific Freightliner Cascadia model vehicles manufactured June 13, 2016, through April 6, 2018.

The forward harness may experience chafing.

The forward harness will be repaired and secured to prevent chafing.

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 an hour and a half, and will be performed at no charge to you.

This Field Service Campaign will **terminate on May 31, 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

June 2019
SF578AB
REVISED NOTICE

Work Instructions

Subject: Forward Chassis Wiring Harness

Models Affected: Specific Freightliner Cascadia model vehicles,
manufactured June 13, 2016, through April 6, 2018.

REVISIONS: The parts required have been adjusted. Please review the replacement parts table.

Forward Harness Inspection and Repair

1. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.
2. Check the base label (Form WAR259) for a completion sticker for SF578 (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.
3. Disconnect the batteries.
4. Tilt open the hood.
5. Inspect both sides of the bottom edge of the radiator baffle (05-33754-000) to see if it has been trimmed 1.0 inch (25 mm) to prevent chafing on the forward harness. When correctly trimmed, there should be a 1/2-inch (12.7 mm) space between the bottom edge of the baffle and the forward harness. If the baffle is not trimmed, or the bottom edge is rubbing on the harness, the baffle will need to be trimmed.
6. Inspect the forward harness at both sides of the radiator area, and the forward harness routing along the entire front cross member, including to the forward radar, if equipped. Verify that the harness is secured and protected, per installation drawing D66-15080, and is not chafing on baffles, tubing, crossmember, brackets, or the oil cooler. When correctly secured, the forward harness should be secured twice at each side of the brackets near the bottom edge of the baffle, and the forward harness should be secured with 6 clipping points along the entire lower web of front cross member. See [Fig. 1](#). On vehicles with forward radar, the radar harness should have a caddy clamp on the edge of the crossmember, and an edge clip under the rock guard to protect the radar harness from chafing. If any of the clipping points or clips are missing, or if the forward harness is chafing or unsecured, the harness will need further repairs as directed in these work instructions.

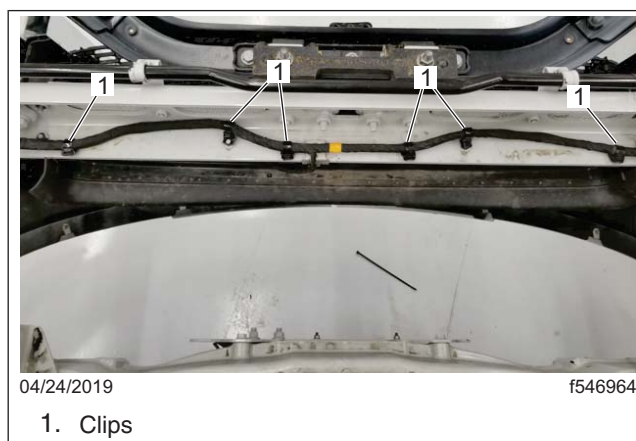


Fig. 1, Clipping Points

7. If the baffle needs to be trimmed, or if the forward harness needs to be secured, continue with step 8. If no issues are found during the inspection, no further work is needed. Close the hood, and continue with step 15.

June 2019
SF578AB
REVISED NOTICE

8. Trim the bottom of the radiator baffle edges as needed by removing the baffle mounting bolts and moving the baffle to allow enough room to trim 25 mm off the bottom edge with a die grinder, cut-off wheel, jig saw, or another cutter suitable for plastic and rubber. Use caution not to damage any other components while trimming the bottom edge of the baffle. Smooth the cut edges as needed and install the baffle and the mounting bolts. Torque the baffle and bolts 7 lbf-ft (9.5 N-m).
9. For access to repair and secure the forward harness, remove the front bumper and the rock guard from the front of forward crossmember. On vehicles with forward radar, the radar harness bracket and radar harness connector will need to be removed in order to the remove the rock guard. See [Fig. 2](#).



Fig. 2, Forward Radar with Harness Connector Removed

10. Secure each side of the forward harness as needed using drawing D66-15080-000 for reference. The harness should have two clipping points on each of the harness brackets, located on each side of the radiator just below baffle. These two clipping points should consist of one fir tree, and one wide tie strap. If needed for additional harness clearance, the harness bracket can be bent slightly so the harness clipping point is parallel to the front crossmember. Any chafing damage found on the forward harness should be repaired using the instructions in **SB 54-290, Guidelines for Repairing or Replacing an Electrical Harness**.
11. Secure the forward harness across the entire front crossmember as needed using drawing D66-15080-000 for reference. The forward harness should have 6 clipping points along the lower web of front cross member, 4 fir tree and 2 stud mount tie straps. See [Fig. 1](#). Vehicles with forward radar will have an additional retainer clip, tie strap, and edge clip to secure and protect the forward radar harness. Any chafing damage found on the forward harness should be repaired using the instructions in **SB 54-290, Guidelines for Repairing or Replacing an Electrical Harness**.

June 2019
SF578AB
REVISED NOTICE

12. Install the rock guard. See [Fig. 3](#) .



Fig. 3, Rock Guard Installation

13. Connect the forward radar harness and the bracket, if equipped, then install the bumper.
14. Lower the hood.
15. Clean a spot on the base label (Form WAR259). Write the campaign number, SF578, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.