

# FIELD SERVICE CAMPAIGN BULLETIN

Subject: **Field Service Campaign D19M4**  
**Detroit™ Axle M2 Chassis Stabilizer Bracket Inspection**

## **Issue Involved**

Detroit Diesel Corporation (DDC) has determined that certain Freightliner® M2 vehicles with Detroit™ Axles and front stabilizer bars will need to have the front axle stabilizer brackets inspected for damage.

On specific vehicles built between June 2014 and March 2018, a different I-beam design was introduced on Model 3 Detroit™ Axles that does not have a flat mating surface on the bottom side of the I-beam where the optional stabilizer brackets are mounted. This may result in damage to the stabilizer bracket due to bending stress during assembly of the U-bolts at the truck manufacturing plant.

There are approximately 1,975 vehicles affected by this Field Service Campaign. These specific vehicles will need to have the stabilizer brackets and I-beams inspected for damage and may require installation of spacers and replacement of the stabilizer brackets and mounting hardware. Some units in this population have already had the repair done at the truck manufacturing plant. The inspection procedure will help to determine which vehicles have already been completed.

## **Vehicles Involved**

A list of vehicles that require this inspection is attached with this bulletin.

## **Owner Notification**

Detroit Diesel will notify owners of equipment incorporating axles identified with this Field Service Campaign. A copy of the owner letter that will be used by Detroit Diesel is enclosed with this Field Service Campaign Bulletin.

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### Dealer Campaign Responsibility

Detroit Diesel authorized Detroit™ Axle repair facilities are to service all axles subject to this Field Service Campaign. Field Service Campaign D19M4 is to be performed at no charge to owners on all affected axles under the axle warranty or prior to **August 26, 2020**, under the provisions of this Field Service Campaign.

Please use the appropriate steps, noted below, for indicating that Field Service Campaign D19M4 has been completed.

### Daimler Trucks North America Vehicles

- Check the base label (**Form WAR259**) to see if **Field Service Campaign D19M4** has been completed. The base label is usually located on the passenger-side door about 30 cm (12 inches) below the door latch. If **Field Service Campaign D19M4** has been completed, no further work is needed. If base label is not located on the passenger-side door, please affix label (**Form WAR259**) 30 cm (12 inches) from the door latch.
- Upon completion of **Field Service Campaign D19M4**, clean a spot on the base label (**Form WAR259**), write the Field Service Campaign Number (**D19M4**) on a blank, black completion sticker (**Form WAR261**), and attach it to the base label.

### Ordering Information

1. If you do not have the appropriate Form or Labels (DDC\_WAR 259, DDC\_WAR 260, DDC\_WAR 261), they can be ordered from **EPI Printers** by emailing your order to [ddc@epiinc.com](mailto:ddc@epiinc.com).
2. You can also fax in your order to **269-698-4240 Attn: Corrina Cotton**.
3. Contact **EPI Printers at 734-464-9000**.

### Parts Information

The parts required for this field service campaign will depend on the results of the inspection. If replacement of the stabilizer brackets is required, the parts in Table 1 will need to be replaced on the vehicle. The part numbers for the components to be replaced may be different for each vehicle and should be located in PartsPro for the specific VIN.

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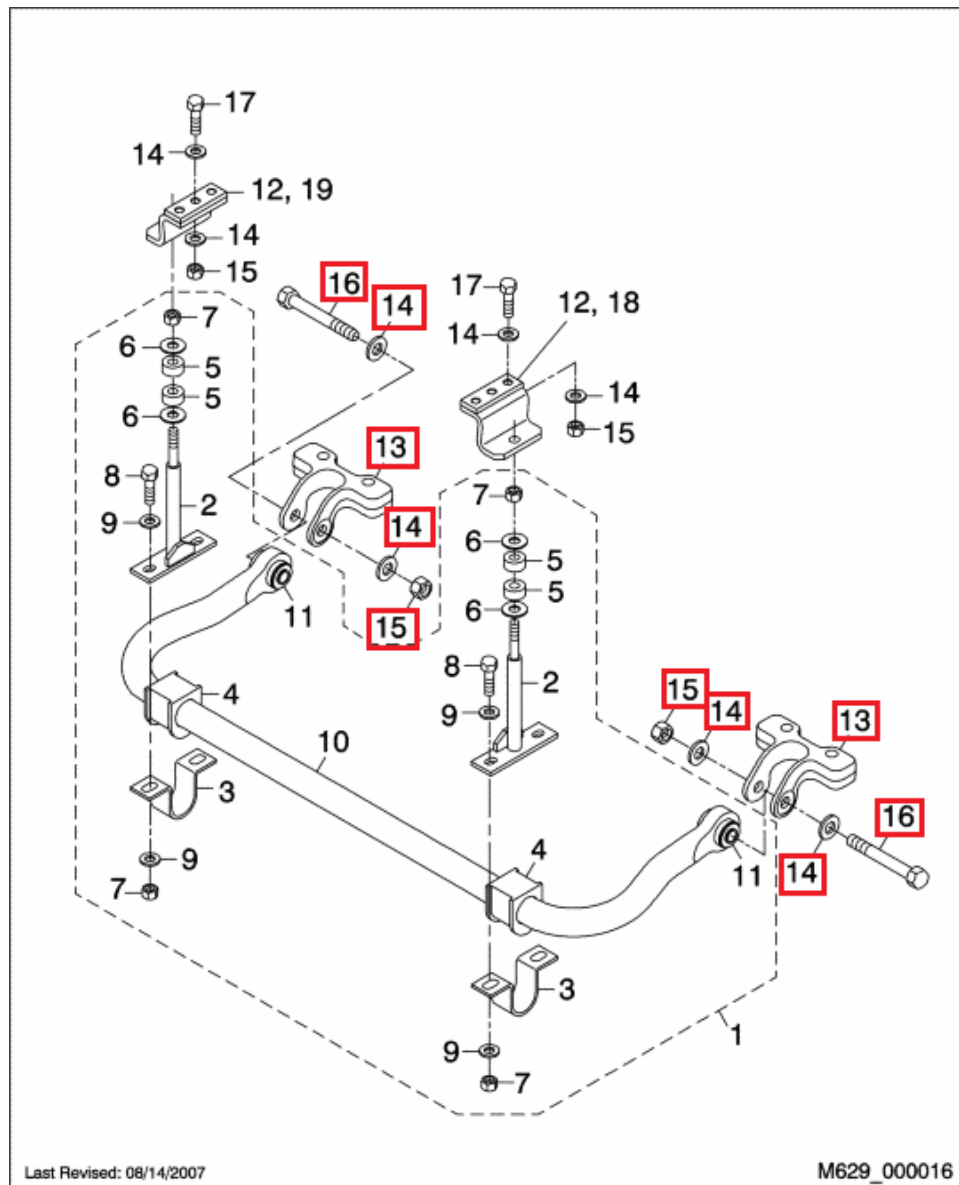
| Reference No. | Part Number                                                                    | Part Description         | Quantity Per Vehicle |
|---------------|--------------------------------------------------------------------------------|--------------------------|----------------------|
| 13 (Figure 1) | Refer to PartsPro<br>for the correct parts<br>to order for the<br>specific VIN | Front Stabilizer Bracket | 2                    |
| 14 (Figure 1) |                                                                                | Washer                   | 4                    |
| 15 (Figure 1) |                                                                                | Hex Nut                  | 2                    |
| 16 (Figure 1) |                                                                                | Hex Capscrew             | 2                    |
| 12 (Figure 2) |                                                                                | U-Bolt                   | 4                    |
| 13 (Figure 2) |                                                                                | Washer                   | 20                   |
| 14 (Figure 2) |                                                                                | Hex Nut                  | 8                    |

**Table 1 – Parts Information**

If the stabilizer brackets are required to be replaced as part of this campaign, the part number will depend on the axle type that is in the Vehicle. The campaign has been broken down into 3 groups (A, B, and C). Table 2 below give the part numbers for the stabilizer brackets based on the campaign group for the vehicle.

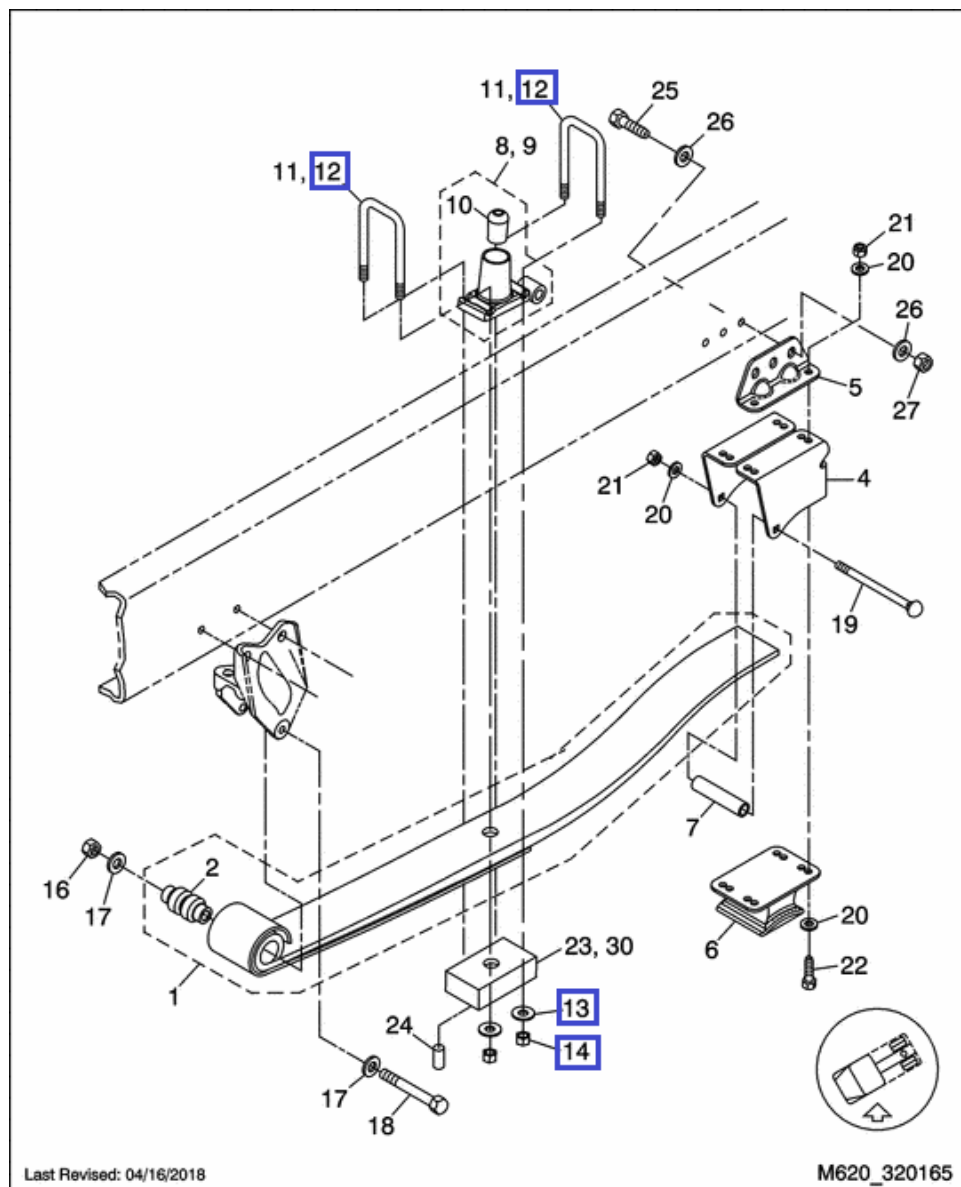
| Campaign Group | I-Beam      | Stabilizer Bracket Part Number |
|----------------|-------------|--------------------------------|
| A              | A6813310101 | 16-17353-000                   |
| B              | A6813310201 | 16-17353-001                   |
| C              | A6813310301 | 16-17353-002                   |

**Table 2 – Stabilizer Bracket Part Numbers**



**Figure 1: Front Axle Stabilizer bar Diagram**

Note: The diagram in PartsPro may be different for the VIN you are working on.



**Figure 2: Front Axle Suspension Diagram**

Note: The diagram in PartsPro may be different for the VIN you are working on.

### **Stabilizer Bracket and I-Beam Inspection Procedure**

1. Park the vehicle in the designated repair area and apply the parking brake. Turn off the ignition, chock the rear wheels, disconnect the batteries, and perform any other applicable safety steps.
2. Raise the front of the vehicle until both wheels are off the ground, then support the front steer axle securely on jack stands.

## **WARNING**

Use safety stands to securely support all axle and frame weight during suspension repairs. Unsecured components may drop when fasteners are loosened or removed, causing component damage and serious personal injury.

3. Check the mating surface on the bottom of the front side of the I-Beam where the stabilizer bracket is mounted (see Fig 3 and 4).

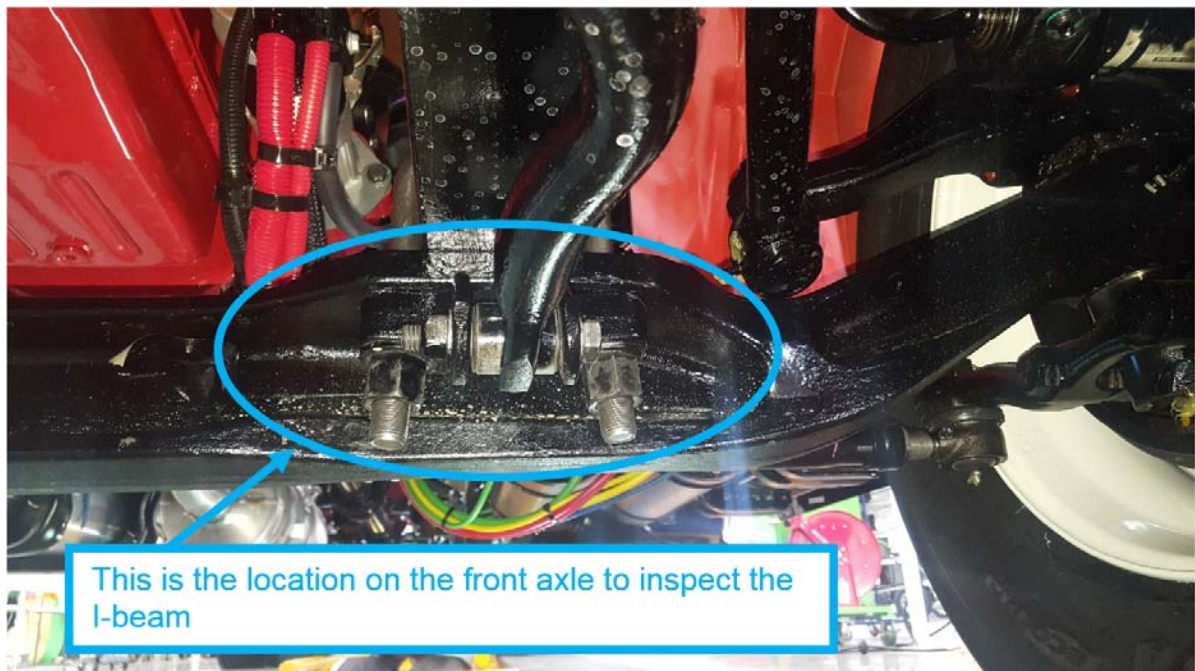


Figure 3: I-Beam Stabilizer Mounting Location

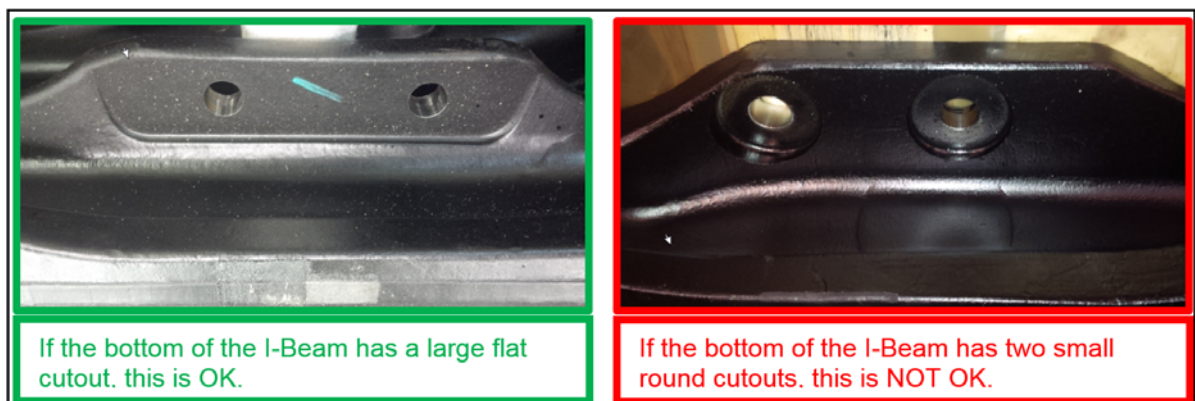
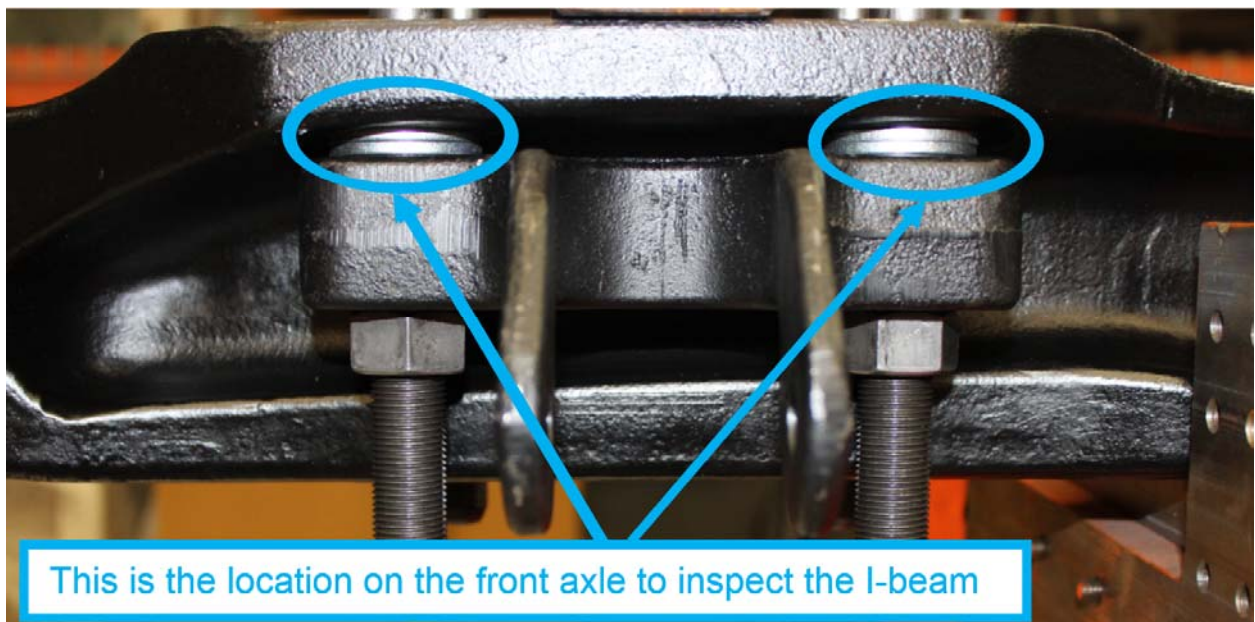


Figure 4: I-Beam Stabilizer Mounting Surface Inspection

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4. Is the front axle equipped with stabilizer brackets mounted to the I-beam?
  - a. If Yes, proceed to step 5.
  - b. If No, no further work is required. Proceed to step 16.
5. Does the I-beam have the large flat mating surface for the stabilizer mounting brackets?
  - a. If Yes, the I-beam and stabilizer brackets are OK. Proceed to step 16.
  - b. If No, further inspection is required. Proceed to step 6.
6. Does the front axle already have washers installed between the I-Beam and the stabilizer bracket (see Fig 5)?
  - a. If Yes, the repair has already been completed and no other work is required. Proceed to step 16.
  - b. If No, additional work is required. Proceed to step 7.



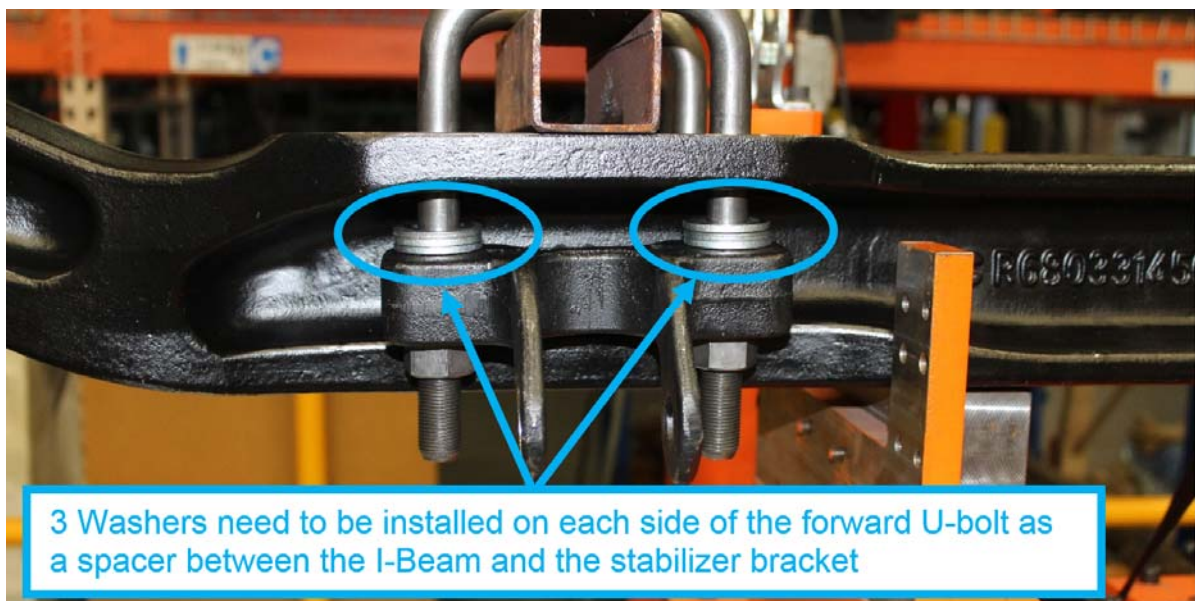
**Figure 5: Front Axle with Washers Installed between I-Beam and Stabilizer Bracket**

7. Loosen the stabilizer bar bolts (Figure 1, #16) from the stabilizer bracket and remove the bolts on both sides.
8. Push the stabilizer bar forward to gain access to the stabilizer mounting bracket.
9. Remove the high nuts and washers from all four of the U-bolts and discard them.
10. Remove the stabilizer brackets and all four of the U-bolts and discard them.

11. Install four new U-bolts. Put three washers of the correct size (per Table 3) on each side of only the forward U-bolts between the I-beam and the stabilizer bracket (12 washers total). See Figure 6 below.

| U-Bolt Thread Size | Washer P/N Required | Qty Required |
|--------------------|---------------------|--------------|
| 5/8 - 18           | 23-09114-000        | 12           |
| 3/4 - 16           | 23-09114-004        | 12           |
| 7/8 - 14           | 23-09114-005        | 12           |

**Table 3: Washers to be used for Spacers between I-Beam and Stabilizer Bracket**

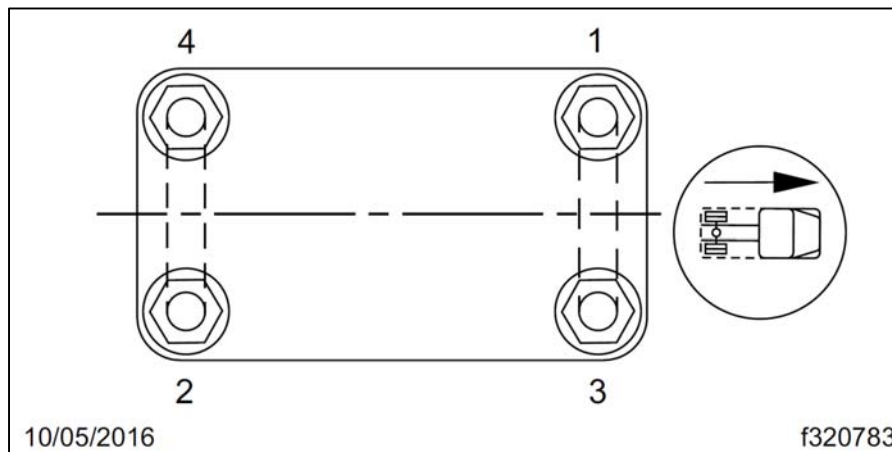


**Figure 6: Spacers Installed between I-Beam and Stabilizer Bracket**

12. Install new washers and high nuts on each of the U-bolts.
13. Torque the nuts on the U-bolts per the torque specification in Table 4, using the pattern in Figure 7.

| U-Bolt Thread Size | Torque Specification lbf-ft (N-m)                                                             |
|--------------------|-----------------------------------------------------------------------------------------------|
| 5/8 - 18           | Stage 1: Hand-tighten<br>Stage 2: 60 (81)<br>Stage 3: 180-230 (245-313)                       |
| 3/4 - 16           | Stage 1: Hand-tighten<br>Stage 2: 60 (81)<br>Stage 3: 200 (271)<br>Stage 4: 270-330 (367-449) |
| 7/8 - 14           | Stage 1: Hand-tighten<br>Stage 2: 60 (81)<br>Stage 3: 200 (271)<br>Stage 4: 420-500 (571-680) |

**Table 4: U-Bolt Torque Specification**



**Figure 7: Tightening Pattern for U-bolt High Nuts**

- 14.** Push the stabilizer bar back into position in the stabilizer brackets and install new bolts, washers, and nuts.
- 15.** Torque the stabilizer bolts to 120 to 150 lb·ft (163 to 203 N·m).
- 16.** Raise the vehicle and remove the jack stands from under the front steer axle.
- 17.** Lower the vehicle.
- 18.** If the stabilizer brackets and U-bolts were replaced, do a complete front axle alignment. If not, no alignment is required.
- 19.** Repairs are complete.

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### Notice

Claim administration time, SRT 939-6010A, for 0.3 hours will automatically be added. No additional operation is required or will be allowed.

### Warranty Information

|                                                                                                                                                                                |                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Claim Type:</b>                                                                                                                                                             | <b>Field Service Campaign</b>                                       |
| <b>Modification:</b>                                                                                                                                                           | <b>D19M4</b>                                                        |
| <b>Cause Code:</b>                                                                                                                                                             | <b>A1 Campaign</b>                                                  |
| <b>Primary Failed Part:</b>                                                                                                                                                    | <b>MBA 6813310201</b>                                               |
| <b>Use this labor operation if no replacement of parts is required (inspection only)</b>                                                                                       |                                                                     |
| <b>Labor Code:</b>                                                                                                                                                             | <b>996-F037A - BRACKET, STABILIZER BAR, INSPECT (D19M4)</b>         |
| <b>Corrective Action:</b>                                                                                                                                                      | <b>06 - Inspect</b>                                                 |
| <b>Labor:</b>                                                                                                                                                                  | <b>0.2 hours</b>                                                    |
| <b>Use this labor operation if the stabilizer brackets, U-bolts, and hardware had to be replaced and washers had to be installed between the I-beam and stabilizer bracket</b> |                                                                     |
| <b>Labor Code:</b>                                                                                                                                                             | <b>996-F037B - SPACER, BRACKET, STABILIZER BAR, INSTALL (D19M4)</b> |
| <b>Corrective Action:</b>                                                                                                                                                      | <b>12 – Repair Recall/Campaign</b>                                  |
| <b>Labor:</b>                                                                                                                                                                  | <b>2.0 Hours</b>                                                    |
| <b>Parts Return:</b>                                                                                                                                                           | <b>NONE</b>                                                         |

Please contact the Detroit™ Customer Support Center at 855-253-0427 or email [csc@daimler.com](mailto:csc@daimler.com) if you have any questions.

DETROIT DIESEL  
13400 Outer Drive West  
Detroit, Michigan 48239-4001

BULLETIN



Detroit Diesel Corporation  
13400 Outer Drive, West  
Detroit, Michigan 48239-4001  
Telephone: 313-592-5000

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Attention: Vehicle Owner:

Subject: **Field Service Campaign D19M4**  
**Detroit™ Axle M2 Chassis Stabilizer Bracket Inspection**

Detroit Diesel Corporation (DDC) has determined that certain Freightliner® M2 vehicles with Detroit™ Axles and front stabilizer bars will need to have the front axle stabilizer brackets inspected for damage.

Certain vehicles built between June 2014 and March 2018, a different I-beam design was introduced on Model 3 Detroit™ Axles that does not have a flat mating surface on the bottom side of the I-beam where the optional stabilizer brackets are mounted and may result in damage to the stabilizer bracket due to bending stress during assembly of the U-bolts at the truck manufacturing plant.

These specific vehicles will need to have the stabilizer brackets and I-beams inspected for damage and may require installation of spacers and replacement of the stabilizer brackets and mounting hardware.

Note that the inspection procedure will help to determine which vehicles have already been completed and prevent further customer dissatisfaction.

Records available to us indicate that your vehicle has one of the eligible engines.

Instructions for this Field Action have been sent to your local Detroit Diesel Authorized Repair Facility and the labor time required to perform this repair is approximately **3.1** hours.

Please contact a Detroit Diesel Authorized Repair Facility to arrange to have the Field Action performed. To locate an authorized facility, search online at [www.detroitdiesel.com/locations/default.aspx](http://www.detroitdiesel.com/locations/default.aspx).

This service will be completed for you at no charge, prior to **September 24, 2020**, under the provisions of this notice.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

**DETROIT DIESEL WARRANTY CAMPAIGNS DEPARTMENT**  
**Enclosure**