

January 2020  
SF588A-D

## Subject: Medium Duty DD8 Engine Updates

**Models Affected: Specific Freightliner Business Class M2, 108SD, 114SD model vehicles, powered with Detroit Diesel MDEG DD8 engines, manufactured May 24, 2017, through June 1, 2018.**

### General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF88A-D to modify the vehicles mentioned above.

Certain vehicles with Detroit Diesel MDEG DD8 engines need updates to the air compressor suction line, powertrain control module, oil fill cap, 10-pin connector wiring harness, and fuel filter/engine labels.

The appropriate updates will be completed for each vehicle.

There are approximately 881 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 number(s) listed below from your facing Parts Distribution Center.

**IMPORTANT:** Emission Certification Label Instructions - SF588C and SF588D

- The Emission Certification Label must be ordered before the customer arrives to avoid unnecessary downtime. Detroit Diesel will send the labels next-day air.
- Order Emission Certification Labels by going to DTNAConnect / Daimler Trucks Technical Support / Order Center / Customer Support Center / Order Clean Idle Emission Label. Proceed to choose *SF588 Campaign Label*. For more detailed ordering instructions, see *Installation of Certification Label* on page 12.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF588, 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.

**Table 1** - Replacement Parts for SF588

Campaign Number	Part Number	Part Description	Qty.
SF588 A-D (All Groups)	DDE A9361307657	SUCTION LINE	1 ea
	DDE A3579915440	SPACER BUSHING-ROUND	1 ea
	03-43447-000 (English), 03-43447-001 (French/Spanish)	FUEL DISCOLORATION LABEL(S) (Both English & French/Spanish required if vehicle domiciled in French or Spanish speaking country)	1 ea

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Campaign Number	Part Number	Part Description	Qty.
SF588 B,D	DDE A0000101485	OIL FILL CAP	1 ea
	DDE A0009951390	CABLE STRAP	1 ea
SF588 C,D	Must Pre-Order	EMISSION CERTIFICATION LABEL (See Ordering Instructions Above or Refer to Page 12)	1 ea
SF588 A-D (All Groups)	WAR260	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.

## Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure (Quality Updates)	Time Allowed (hours)	SRT Code	Corrective Action
SF588 A	Replace Air Suction Tube, Install Fuel Discoloration Label, Update PCM Software	0.8	996-F199A	12-Repair Recall/Campaign
SF588 B	Replace Air Suction Tube, Install Fuel Discoloration Label, Update PCM Software, Install Oil Fill Cap, Install Zip Tie	0.8	996-F199B	12-Repair Recall/Campaign
SF588 C	Replace Air Suction Tube, Install Fuel Discoloration Label, Update PCM Software, Install Emission Certification Label	1.0	996-F199C	12-Repair Recall/Campaign
SF588 D	Replace Air Suction Tube, Install Fuel Discoloration Label, Update PCM Software, Install Oil Fill Cap, Install Zip Tie, Install Emission Certification Label	1.0	996-F199D	12-Repair Recall/Campaign

Table 2, Labor Allowance

**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 (**SF588-A, SF588-B, etc.**).
- In the Primary Failed Part field, enter **25-SF588-000**.
- 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 **F99-999-005** and the Cause Code is **A1 - Campaign**.

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- This Field Service Campaign will **terminate on January 31, 2021**. 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 may be returned as noted for U.S. and Canadian dealers. Export locations will pay freight to return kits. 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. Export distributors submit a Web inquiry or contact your International Service Manager.

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## Copy of Notice to Owners

### Subject: Medium Duty DD8 Engine Updates

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF588A-D to modify specific model year 2018-2019 Freightliner Business Class M2, 108SD, and 114SD model vehicles, powered with Detroit Diesel MDEG DD8 engines.

Certain vehicles with Detroit Diesel MDEG DD8 engines need updates to the air compressor suction line, powertrain control module, oil fill cap, 10-pin connector wiring harness, and fuel filter/engine labels.

The appropriate updates will be completed for each vehicle. **IMPORTANT: SF588C and SF588D, please call dealership in advance to ensure Emission Certification Label will be available for your vehicle.**

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/contact-us/](http://www.Daimler-TrucksNorthAmerica.com/contact-us/). On the menu tab, select "Contact," scroll down to "Locate a Dealer," and select the appropriate brand. The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on January 31, 2021**. 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.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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## Work Instructions

### Subject: Medium Duty DD8 Engine Updates

**Models Affected: Specific Freightliner Business Class M2, 108SD, 114SD model vehicles, powered with Detroit Diesel MDEG DD8 engines, manufactured May 24, 2017, through June 1, 2018.**

**IMPORTANT:** Owners of vehicles in SF588C and SF588D have been instructed to contact the dealership in advance to have the Emission Certification Label ordered so it will be available when they arrive for the campaign. See *Installation of Certification Label* on page 12 for ordering instructions.

- SF588A
  - Air Suction Tube Replacement
  - Install Fuel Discoloration Label
  - Update PCM Software
- SF588B
  - Air Suction Tube Replacement
  - Install Fuel Discoloration Label
  - Update PCM Software
  - R/R Oil Fill Cap
  - Install Zip Tie
- SF588C
  - Air Suction Tube Replacement
  - Install Fuel Discoloration Label
  - Update PCM Software
  - Install Emission Certification Label (Requires Pre-Order)
- SF588D
  - Air Suction Tube Replacement
  - Install Fuel Discoloration Label
  - Update PCM Software
  - R/R Oil Fill Cap
  - Install Zip Tie
  - Install Emission Certification Label (Requires Pre-Order)

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## SF588 A, B, C and D - Air Suction Tube Replacement

1. Check the base label (Form WAR259) for a completion sticker for SF588 (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 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. Disconnect the batteries.
4. Open the hood.
5. Locate the valve cover to turbocharger compressor suction line on the left (driver's) side of the engine.
6. Squeeze the retention fittings on the end of the tube to compress it.
7. Pull the tube upwards to remove it. See [Fig. 1](#).



**Fig. 1, Removal of the Air Section Tube**

8. Repeat the step above for the turbocharger compressor side of the tube.
9. Install the new air suction tube.

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10. Push the air suction tube on to the fitting on the valve cover until it clicks into place. Repeat this for the turbocharger compressor side of the tube. See [Fig. 2](#).



**Fig. 2, Installing New Design Air Suction Tube**

**IMPORTANT:** If the connector is left loose, it will vibrate and results in damage of connector and mating part.

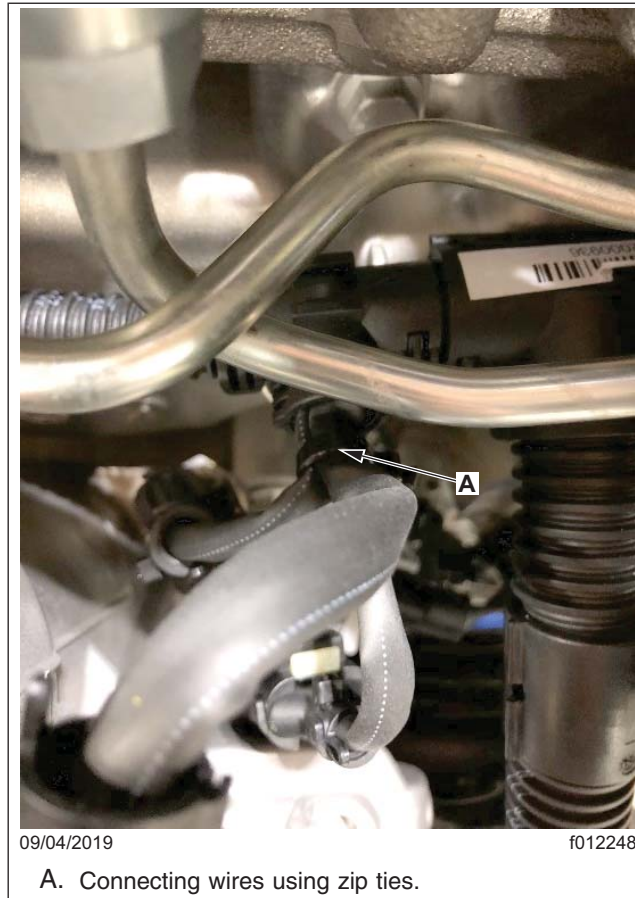
11. Perform pull test on both ends of the air suction tube by hand to ensure the crimp is mechanically solid.

**NOTE:** If the connector or mating part cannot be latched together, replace the parts.



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12. For vehicles in groups SF588 B and D, locate the 10-pin connector wire harness shown in **Fig. 3**.
13. Install the zip tie on connector wires as shown in **Fig. 3**. to prevent contact with fuel line.



**Fig. 3, Installing Zip Tie on Connector Wires**

14. All groups, proceed to *Installation of Fuel Discoloration Label*.

## **SF588 A, B, C and D - Installation of Fuel Discoloration Label**

NOTE: If vehicle is domiciled in a French or Spanish speaking country, install both English and French/Spanish labels.

1. Install the Fuel Discoloration label(s) onto the fuel filter.
  - On the Davco, the label will be placed horizontally, facing out board.
  - On the Detroit, the label will be placed vertically, facing out board.
2. For vehicles in SF588 A, close the hood. For all vehicles, proceed to *Update PCM Software* on the next page.



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## SF588 A, B, C and D - Update PCM Software

1. If not already done, park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Check the emission label on the rocker cover. See **Fig. 4**.
  - 2.1 For SF588 A and B:
    - If the label is Certified, go to step 3.
    - If the label is Exempt, contact the Detroit™ Customer Support Center at 800-445-1980 or send an email to [csc@daimler.com](mailto:csc@daimler.com).
  - 2.2 For SF588 C and D:
    - If the label is Exempt, go to step 3.
    - If the label is Certified, contact the Detroit™ Customer Support Center at 800-445-1980 or email to [csc@daimler.com](mailto:csc@daimler.com).

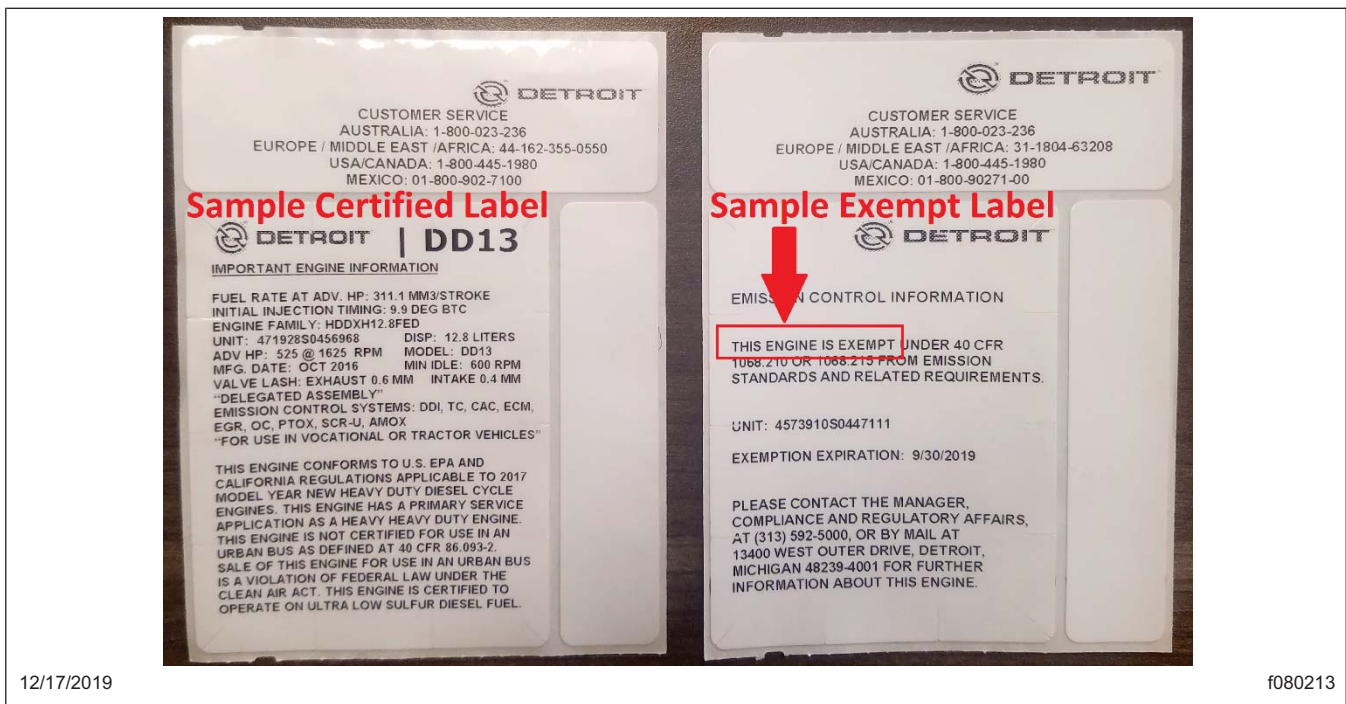


Fig. 4, Sample Labels

3. Connect DiagnosticLink® to the vehicle. Make sure that all the powertrain modules (ACM, CPC, and MCM) are connected.

### NOTICE

**NOTICE:** Before beginning reprogramming, make sure the VIN is correct in all the modules (ACM, CPC, and MCM). If VIN is not correct in all modules, an error message is received when attempting to reprogram.

4. Make sure the VIN is correct in all the modules (ACM, CPC, and MCM) by looking at the "Identification" screen in DiagnosticLink®. If VIN is not correct in all modules, follow the below substeps to correct the VIN.
  - 4.1 Go to "Actions" drop-down menu in DiagnosticLink® by selecting the "Check VIN Synchronization" item.
  - 4.2 Select "Start" from the panel and follow the prompts to cycle the key until the routine has completed.
  - 4.3 When synchronization is complete, turn the key back on and continue with the download process.

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5. On the Identification screen, check the current MCM, ACM and CPC software level. Listed below are the MINIMUM software levels and fuel map part numbers required. See Fig. 5 and Fig. 6 for examples of the Identification screen.
  - MCM software 12.2.2.2 with fuel map part number ending in ZGS 001
  - ACM software 13.54.2.0 with fuel map part number ending in ZGS 002
  - CPC software R42\_00\_000A

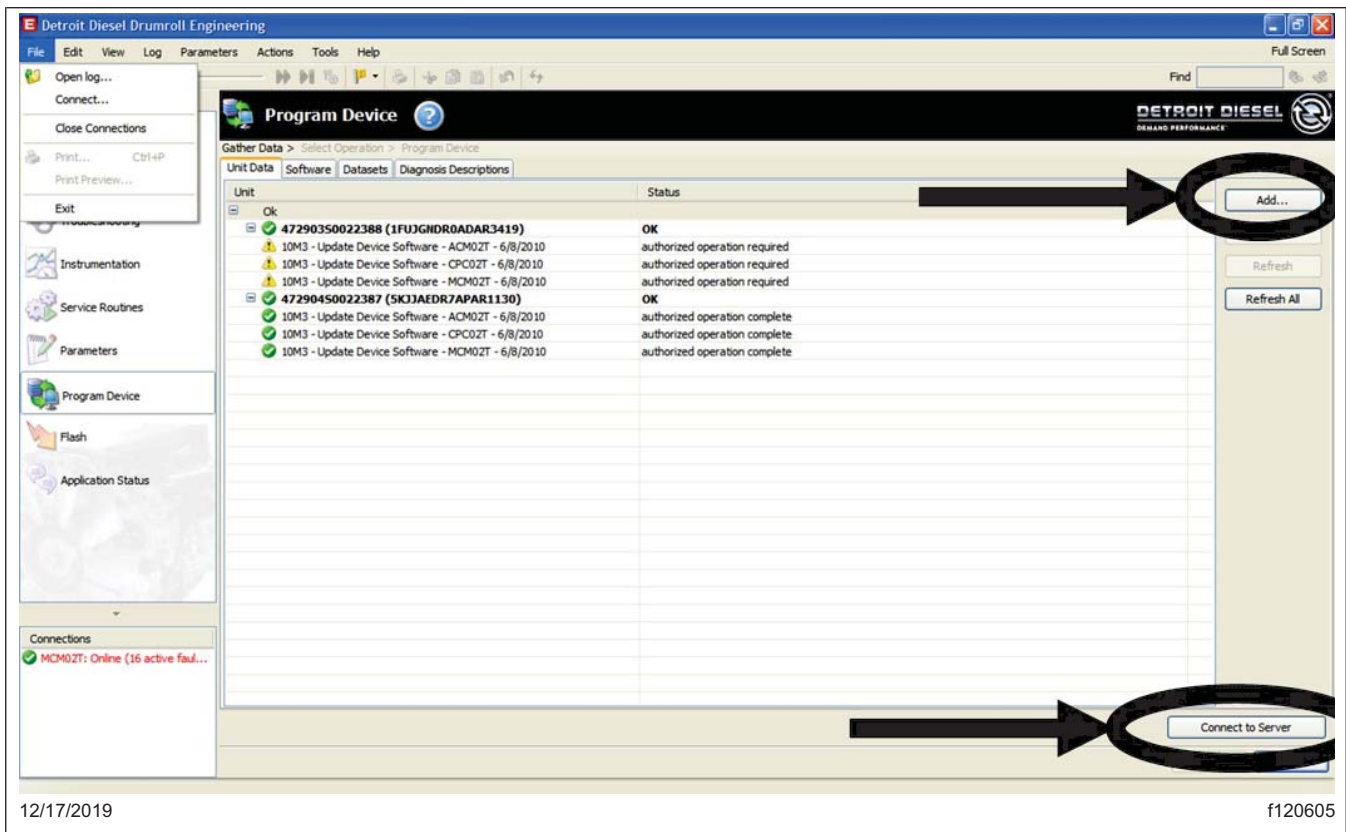


Fig. 5, DiagnosticLink® Identification Screen (CPC/MCM)

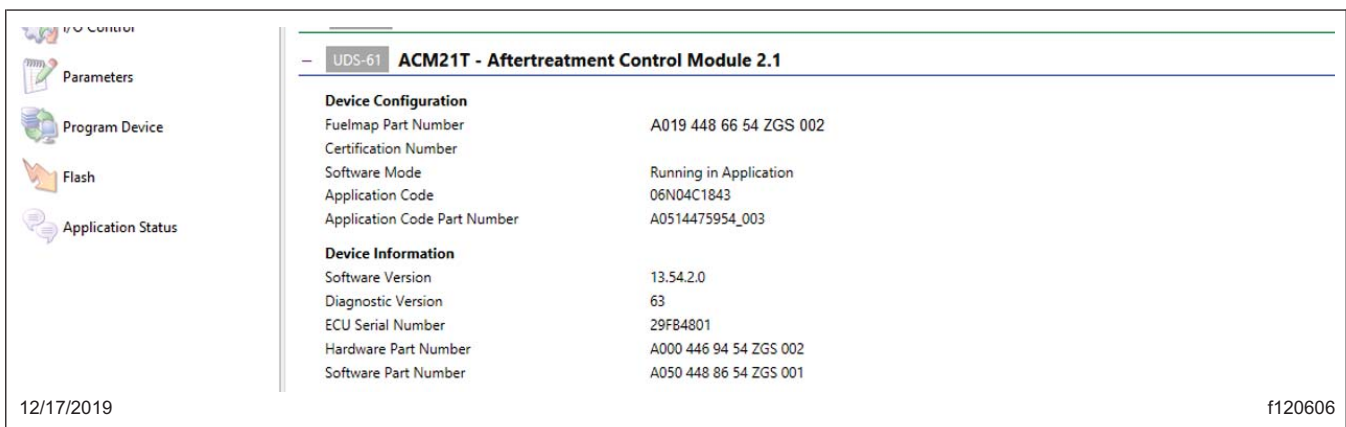


Fig. 6, DiagnosticLink® Identification Screen (ACM)

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IMPORTANT: All powertrain modules must meet the MINIMUM requirements.

6. Are the software levels for all powertrain modules equal to or higher than the minimum software levels listed in step 5?
  - If less than the minimum software levels, go to step 8.
  - If equal to the minimum software levels, go to step 7.
  - If greater than the minimum software levels, no programming is necessary. Go to step 12.
7. Are the fuel map part numbers (ZGS only) for the MCM and ACM equal to or higher than those listed in step 5?
  - No → go to step 8.
  - Yes → no programming is necessary, go to step 12.
8. Select the "Program Device" option along the left side of the DiagnosticLink® screen.
9. Select the "Add" button in the upper right corner of the DiagnosticLink® screen and enter the engine serial number. Then click the "Connect to Server" button in the bottom right corner of the DiagnosticLink® screen. See Fig. 7. to add the Engine Serial Number and Connecting to Server

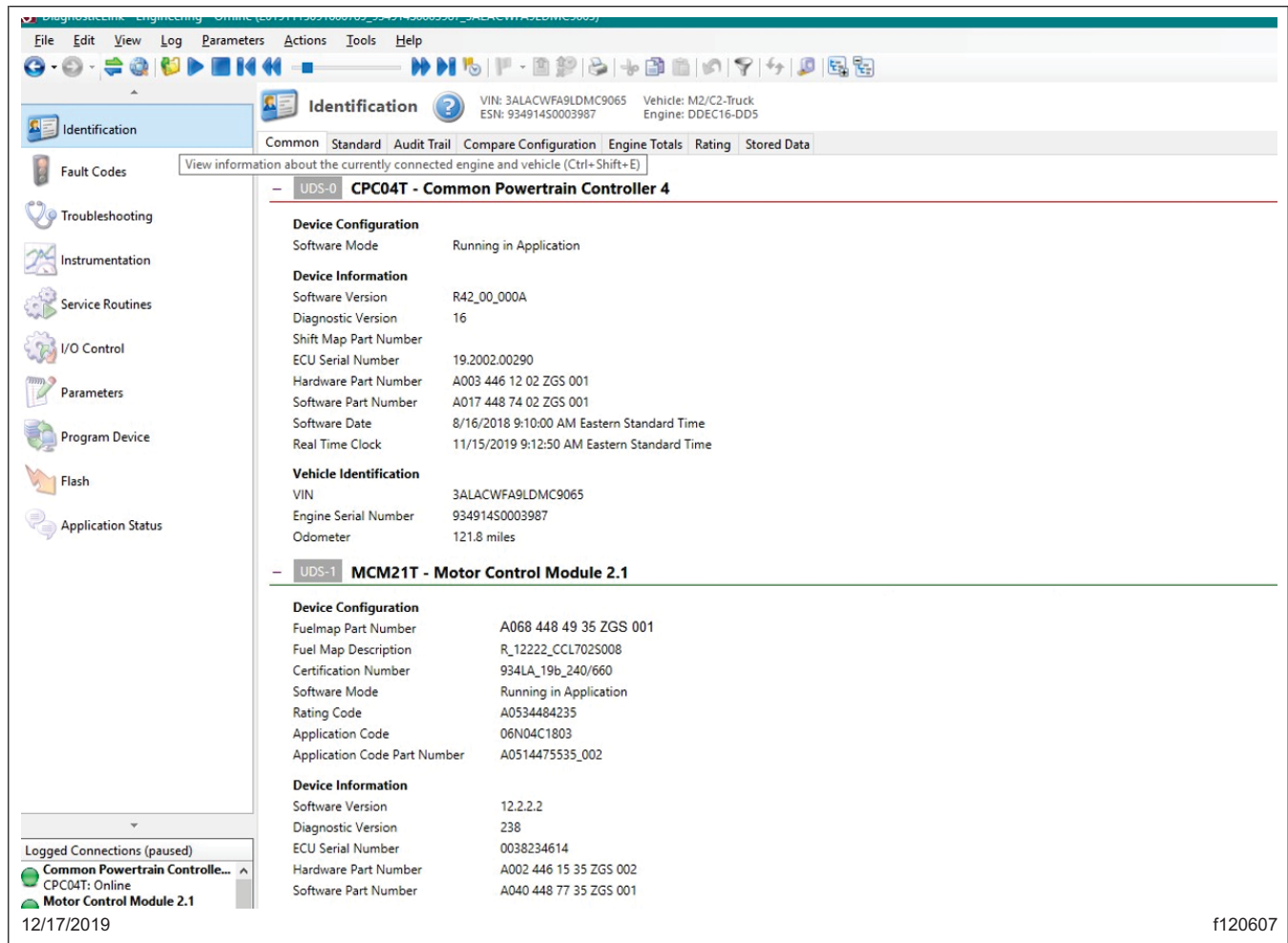


Fig. 7, Adding the Engine Serial Number and Connecting to Server

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10. Select "Next" after connecting to the server.
11. Update device software on all modules that need the programming to meet the MINIMUM software levels and the fuel map part numbers listed in step 5.
12. Click the "Finish" button and perform the following to allow the modules to synchronize with each other:
  - Turn the vehicle ignition OFF, disconnect the USB Link at either computer port or vehicle diagnostic port, and wait one minute.
  - Turn the vehicle ignition ON and wait one minute.
  - Turn the vehicle ignition OFF and wait one minute.
  - Turn the vehicle ignition ON and wait one minute.
  - Reconnect the USB Link, reconnect DiagnosticLink® to the MCM, ACM, CPC, and confirm the proper software levels.
13. Update the server by navigating to the "Program Device" tab and clicking the "Connect to Server" button in the bottom right corner of the DiagnosticLink® screen.
14. Follow the steps below:
  - SF588 A: Repair is complete. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF588 (Form WAR261) indicating this work has been completed.
  - SF588 B and D: Go to *Oil Fill Cap Replacement* (Group D must also perform *Installation of Certification Label*)
  - SF588 C: Go to *Installation of Certification Label*.

## SF588 B and D - Oil Fill Cap Replacement

1. If not already done, park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Open the hood.
3. Remove the existing oil cap.
4. Install the new oil cap.
5. For vehicles in SF588 B, repair is complete. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF588 (Form WAR261) indicating this work has been completed.
6. For vehicles in SF588 C and SF588 D, proceed to *Installation of Certification Label*.

## SF588 C and D - Installation of Certification Label

1. If not already done, park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.  
  
NOTE: Vehicle owners were instructed to call in advance so the label could be ordered before their arrival. If the label was ordered and has arrived, go to step 3. If the label has not been ordered, go to step 2.
2. Order the Emission Certification Label.
  - 2.1 Visit <https://secure.freightliner.com/wps/myportal/dtnaconnect/DTNACConnectHome/> for the DTNA connect web page.
  - 2.2 Login to the web page.

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2.3 Click the “+” symbol next to Daimler Trucks Technical Support. See **Fig. 8**.

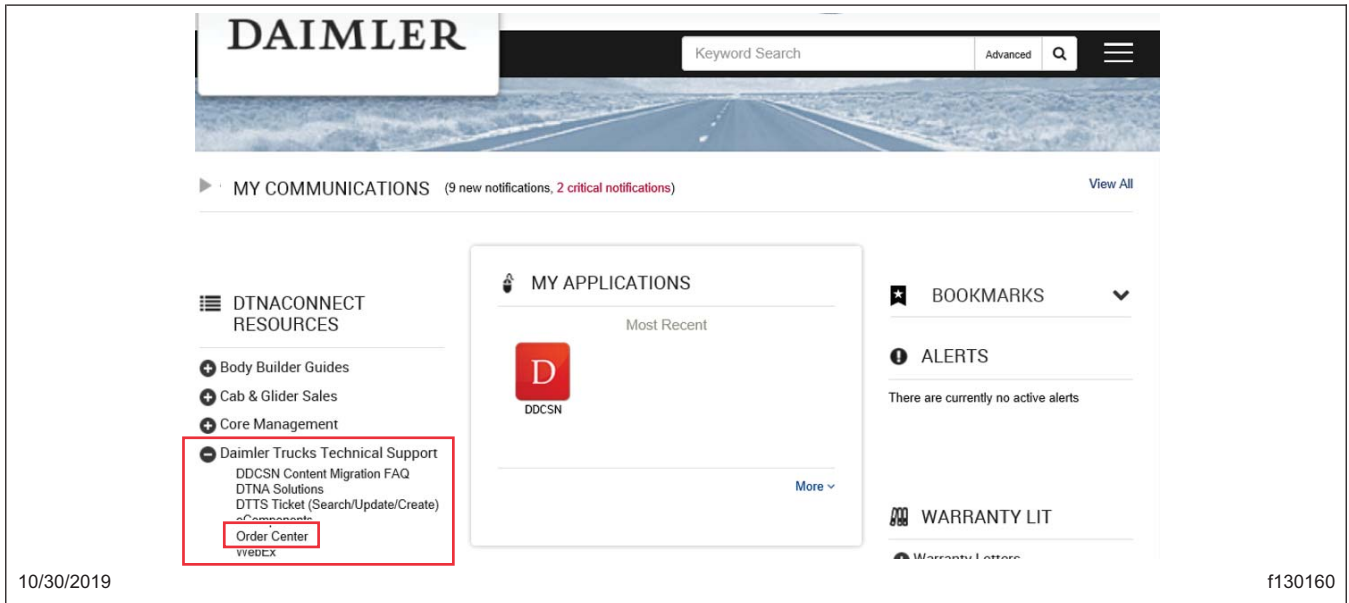


Fig. 8, DTNA Connect

2.4 Select "Order Center".

2.5 Go to "Customer Support." See **Fig. 9**.

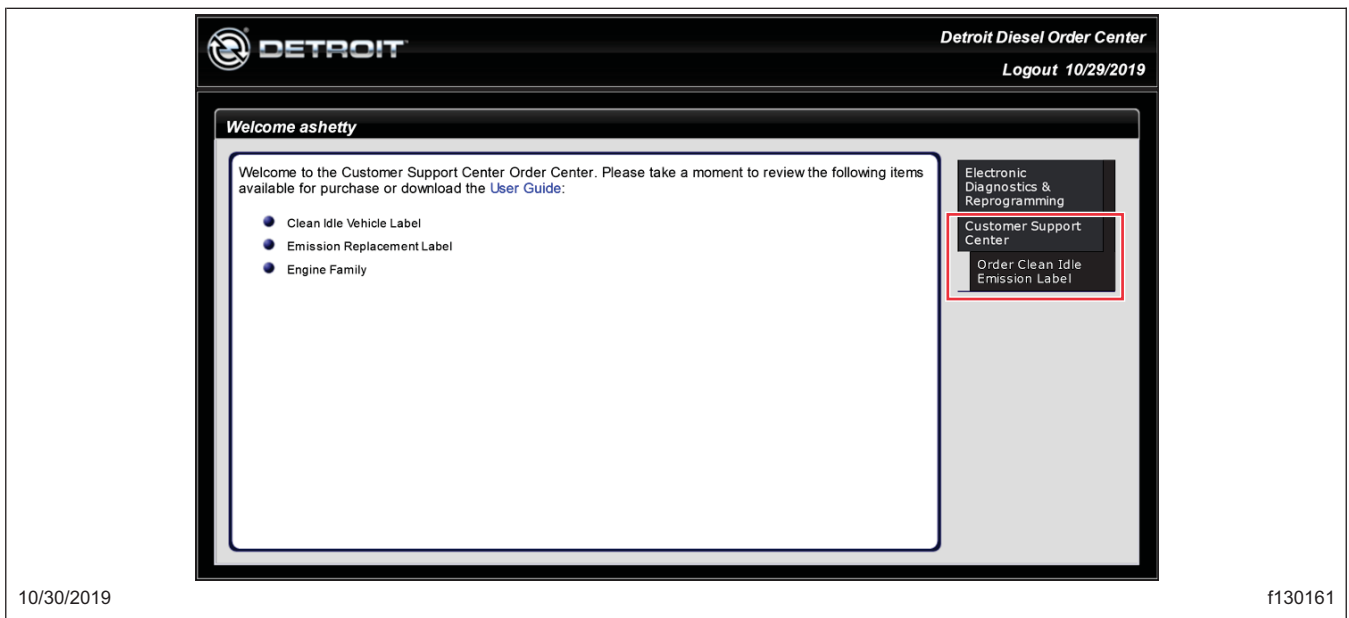


Fig. 9, Ordering Campaign Label



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- 2.6 Select "Order Clean Idle Emission Label".
- 2.7 Click the "+" symbol next to "Add a Clean Idle/Emission/Other Label". See [Fig. 10](#).

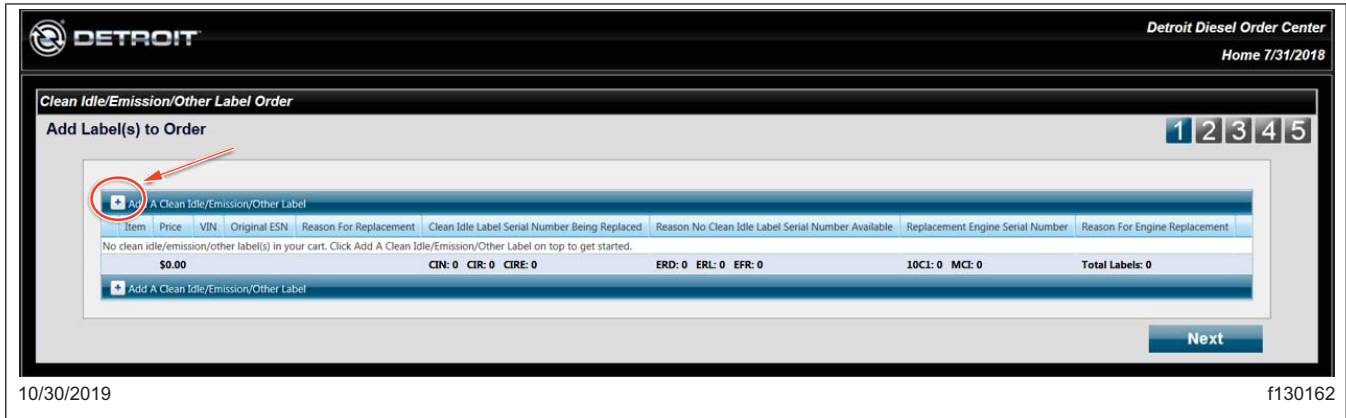


Fig. 10, An Example Shown to Order the Campaign Label

- 2.8 Use the item drop-down and select "SF588 Campaign Label". See [Fig. 11](#).

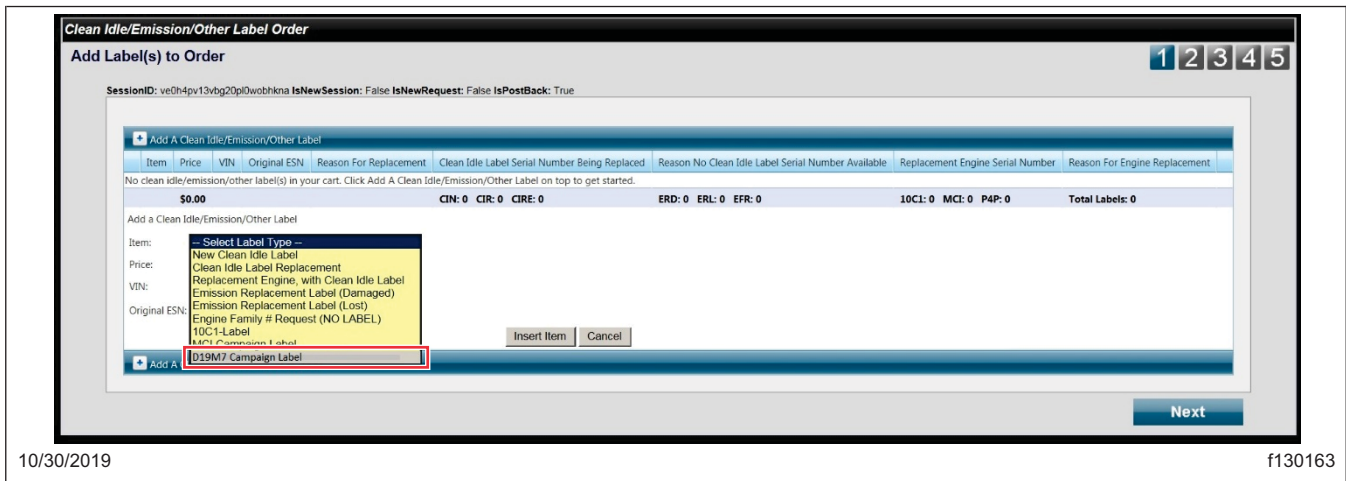


Fig. 11, An Example Shown to Order Campaign Label

Note: The price for the SF588 campaign label should be \$0.00.

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2.9 Complete the “VIN” and “Original ESN” fields and select “Insert Item.” See **Fig. 12.**



**Fig. 12, An Example Shown to Order Campaign Label**

2.10 Click “Next” to complete the ordering process. Once the request is submitted in the Order Center, an email confirmation will be received. Submitting follow-up requests will create a duplicate case. Please call the Detroit™ Customer Support Center CSC at 800-445-1980 or send an email to [csc@daimler.com](mailto:csc@daimler.com) for follow-up.

Detroit Diesel will next-day-air the emission certification label to the dealer.

3. Peel off and retain the old exemption label from the engine rocker cover. See **Fig. 13.**

NOTE: The old label is designed to come off in pieces upon removal from the engine.



**Fig. 13, Exempt Emission Label Example**



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- 3.1 Fill out the Certified Emission Label Check Sheet found on page 17, and attach the pieces of the old exemption label to the check sheet. Attach photo verification of the form and the removed label to the claim in OWL. See **Fig. 14** for an example of a completed Certified Emission Label Check Sheet.

**Fig. 14, An Example of Certified Emission Label Check Sheet**

4. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF588 (Form WAR261) indicating this work has been completed.

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## Detroit Diesel Corporation

I \_\_\_\_\_, an employee of \_\_\_\_\_

hereby certify the following:

I certify that the Emission Exempt Label has been removed and replaced with the MY2017-2018 Emission Certification Label for this serial number.

VIN: \_\_\_\_\_

ESN: \_\_\_\_\_

Remove Emission Exempt Label  
Apply Emission Certification  
Label

Qty  
1  
1

COMPLETED  
check '√' box

<input type="checkbox"/>
<input type="checkbox"/>

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date



Attach photo verification of the form and the removed label to the claim in Online Warranty Literature (OWL).

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**Fig. 15, Certified Emission Label Check Sheet**