

June 2020
SF601A

Subject: Cascadia Steering Servos

Models Affected: Specific Model Year 2020 Freightliner Cascadia vehicles manufactured January 16, 2019, through August 27, 2019.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF601A to modify the vehicles mentioned above.

On certain Cascadia vehicles, the current steering gear servo drive system does not allow vehicles to update to the latest software version.

The steering gear servo drive will be replaced with a new drive, which includes the latest software, and the steering will be recalibrated

There are approximately 45 vehicles involved.

Additional Repairs

Dealers must complete all outstanding Recall and 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.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF601, 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 SF601

Campaign Number	Part Description	Part Number	Qty.
SF601A	SERVO DRIVE ASSEMBLY	14-20695-030	1 ea
	NUT, HEX	14-18772-000	
	PINCH BOLT, STEERING I-SHAFT	14-18771-000	
	BLANK COMPLETION STICKER	WAR261	

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 2020
SF601A

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF601A	Replace servo drive assembly and recalibrate steering	0.7	996-F070A	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 condition code (**SF601A**).
- In the Primary Failed Part field, enter **25-SF601-000**.
- 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**.
- This Field Service Campaign will **terminate on June 30, 2021**. 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, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

June 2020
SF601A

Copy of Notice to Owners

Subject: Cascadia Steering Servos

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF601A to modify specific Model Year 2020 Freightliner Cascadia vehicles manufactured January 16, 2019, through August 27, 2019.

On certain Cascadia vehicles, the current steering gear servo drive system does not allow vehicles to update to the latest software version.

The steering gear servo drive will be replaced with a new drive, which includes the latest software, and the steering will be recalibrated.

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 Daimler-TrucksNorthAmerica.com/Contact-Us/. 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 June 30, 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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

June 2020
SF601A

Work Instructions

Subject: Cascadia Steering Servos

Models Affected: Specific Model Year 2020 Freightliner Cascadia vehicles manufactured January 16, 2019, through August 27, 2019.

Steering Gear Servo Drive Assembly

IMPORTANT: In vehicles equipped with an APS3 power steering gear, the steering must be calibrated when steering components are serviced.

1. Check the base label (Form WAR259) for a completion sticker for SF601 (Form WAR261) indicating the work has been done. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Place the front tires in the straight-ahead position. If possible, drive the vehicle in a straight line for a short distance, stopping where the work is to be done.
3. Shut down the engine and set the parking brake. Chock the tires.
4. Disconnect the batteries and open the hood.

IMPORTANT: Be careful not to rotate the steering wheel while it is disconnected from the gear. The steering column is equipped with a clockspring. The clockspring can be damaged if the steering wheel is turned too much while the steering column is disconnected.

5. Disconnect the steering driveline from the steering gear input shaft.
 - 5.1 Remove and discard the pinch bolt and nut from the steering driveline lower end yoke.
 - 5.2 Remove the end yoke from the input shaft.
6. Disconnect the chassis harness from the steering gear.

June 2020
SF601A

7. Remove the two screws shown from the servo unit (see [Fig. 1](#), Ref. A), and install shorter (M9–0.35 x 30) screws to keep the housing clamped together during removal (see [Fig. 1](#), Ref. B). Tighten the short screws to 44 lbf·in (500 N·cm).
8. Remove the other two screws (see [Fig. 1](#), Ref. C), then remove the servo drive assembly upwards without twisting it.

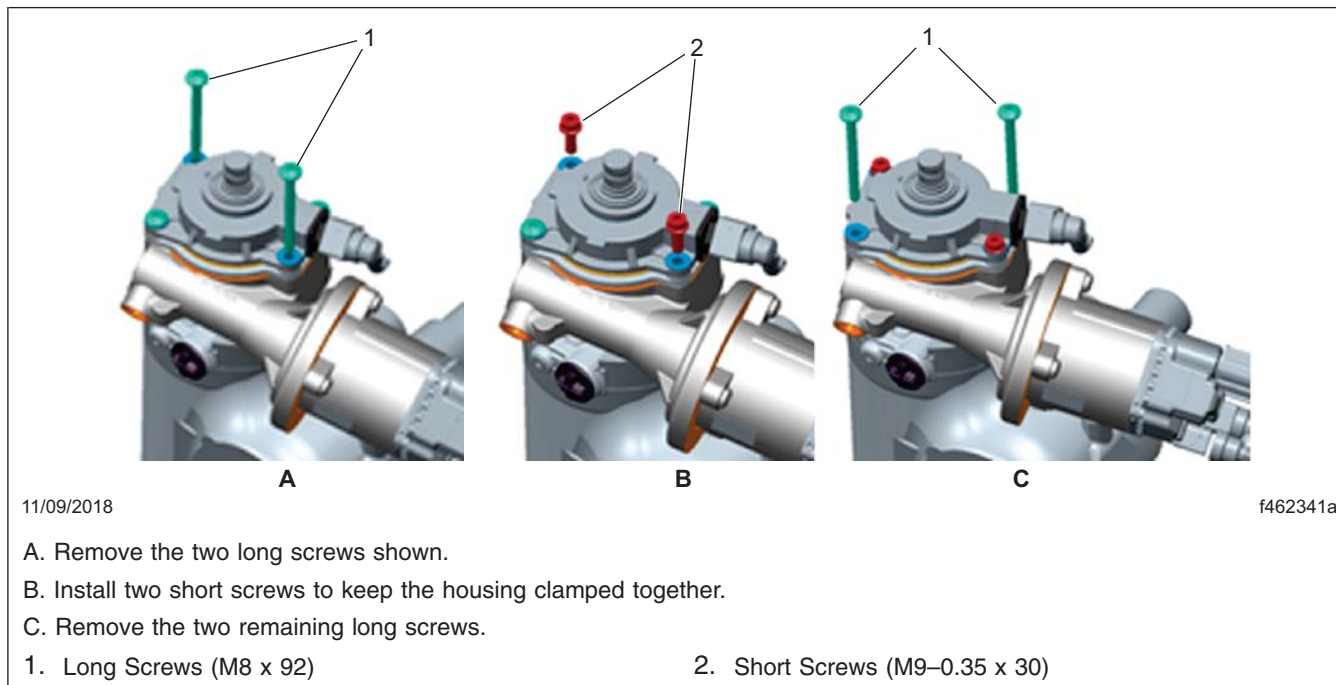


Fig. 1, Removing the Servo Drive Assembly

June 2020
SF601A

9. Grease the internal teeth and external diameter of the valve slide of the new servo drive with a high temperature water resistant grease.
10. Position the new servo drive assembly onto the APS3 without twisting it.
11. Install screws (M8 x 92) in the two available holes (see **Fig. 2**, Ref. D). Tighten the screws 18 lbf-ft (24 N·m).
12. Remove both short transport screws (see **Fig. 2**, Ref. E).
13. Install the remaining two longer M8 x 92 screws in the two holes to replace the short screws (see **Fig. 2**, Ref. F). Tighten the screws 18 lbf-ft (24 N·m).

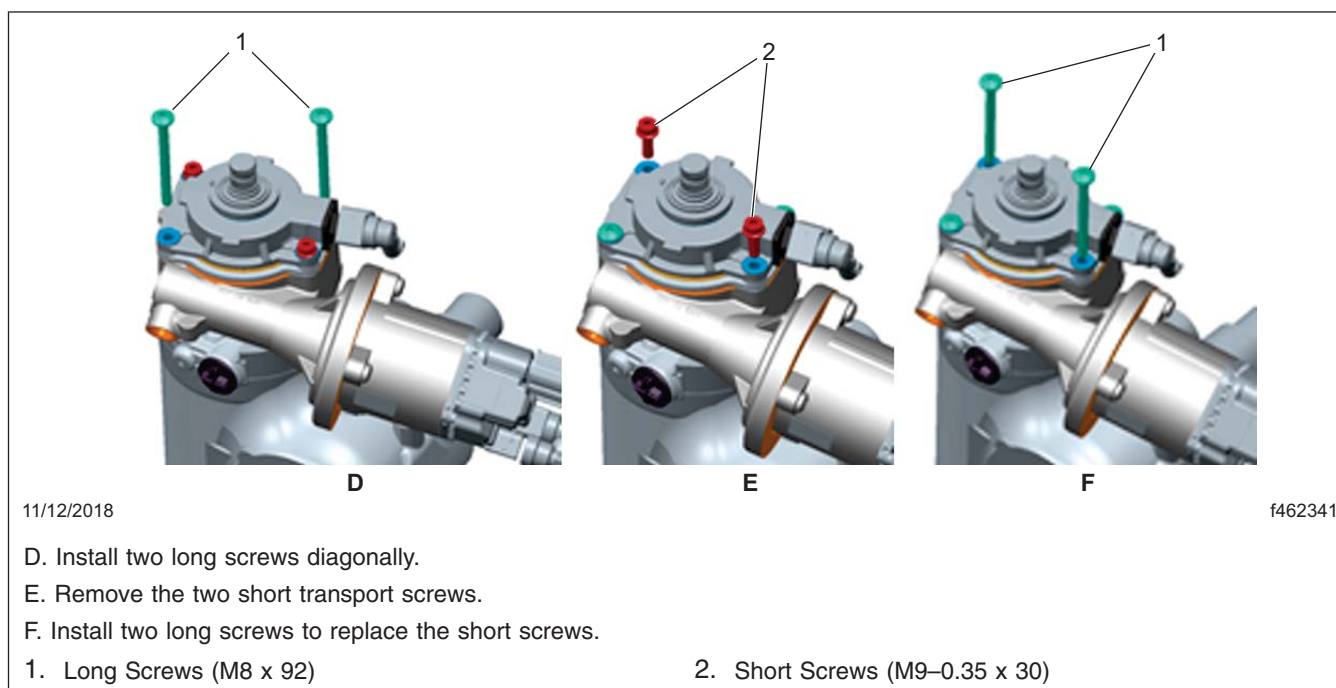


Fig. 2, Installing the Servo Drive Assembly

14. Orient the steering wheel to the centered and straight-ahead position, then slide the input shaft onto the steering gear.
15. Connect the steering driveline to the steering gear input shaft.
 - 15.1 Align the hole in the steering driveline lower end yoke with the indentation on the input shaft.
 - 15.2 Using the new pinch bolt and nut, attach the driveline lower end yoke to the input shaft. Tighten the nut 30 to 35 lbf-ft (41 to 47 N·m).
 - 15.3 Apply torque seal, OGP F900WHITE, to the exposed bolt threads and the nut to indicate the fasteners have been properly tightened.
16. Connect the chassis harness to the steering gear.
17. Connect the batteries.
18. Close the hood.
19. Connect the vehicle to DiagnosticLink and click on the "Program Device" panel. The software will recognize the 1903 software release needs to be installed on the servo drive. Install the 1903 software release.
20. Follow the Active Power Steering (APS) Calibration procedures in Section 46.09, Subject 105 of the *New Cascadia Workshop Manual*.
21. Clean a spot on the base label (Form WAR259). Write the campaign number SF601 on a completion sticker (Form WAR261). Attach the sticker to the base label to indicate the work has been completed.