

March 2021  
 SF619A

**Subject: Cascadia Cummins Natural Gas Engine Exhaust Shield**

**Models Affected: Specific Model Year 2019-2021 Freightliner Cascadia model vehicles manufactured March 15, 2018, through October 16, 2020, and equipped with a Cummins natural gas engine.**

**General Information**

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF619 to modify the vehicles mentioned above.

On certain vehicles, there may be early heat degradation at the front right cab mount due to excessive heat exposure.

An exhaust shield will be installed on all vehicles involved.

There are approximately 370 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 kit and/or 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 SF619, 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 SF619

Campaign Number	Part Description	Part Number	QTY
SF619A	SHIELD-HEAT,FRONT ISOLATOR,P4	18-73852-000	1 ea
	WASHER	23-09114-003	1 ea
	CAB BOLT	23-13450-040	2 ea
	CAB MOUNT ISOLATOR	18-68767-000	1 ea
	ISOLATOR CASTING BOLT	23-14067-050	2 ea
	ISOLATOR CASTING BOLT	23-14067-130	1 ea
	NUT	23-14072-116	3 ea
	WASHER	23-09114-000	6 ea
	BLANK COMPLETION STICKER	WAR260	1 ea

**Table 1**

March 2021  
SF619A

## 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 Codes	Corrective Action
SF619A	Install Heat Shield and Replace Isolator	1.2	996-F093A	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 (**SF619-A**).
- In the Primary Failed Part field, enter **25-SF619-000**.
- In the Parts section, enter the appropriate kit or 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 for all vehicles.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on March 31, 2022**. 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 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.

March 2021  
SF619A

## Copy of Notice to Owners

### Subject: Cascadia Cummins Natural Gas Engine Exhaust Shield

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF619 to modify specific Model Year 2019-2021 Freightliner Cascadia model vehicles manufactured March 15, 2018, through October 16, 2020, and equipped with a Cummins natural gas engine.

On certain vehicles, there may be early heat degradation at the front right cab mount due to excessive heat exposure.

An exhaust shield will be installed on all vehicles involved.

There are approximately 370 vehicles involved.

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/](http://Daimler-TrucksNorthAmerica.com/Contact-Us/). Scroll down to "Locate a Dealer," and select the appropriate brand. The campaign will take approximately two hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on March 31, 2022**. 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](mailto: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

March 2021  
SF619A

## Work Instructions

### Subject: Cascadia Cummins Natural Gas Engine Exhaust Shield

**Models Affected:** Specific Model Year 2019-2021 Freightliner Cascadia model vehicles manufactured March 15, 2018, through October 16, 2020, and equipped with a Cummins natural gas engine.

## Front Right-Hand (RH) Side Cab Mount Isolator Replacement and Heat Shield Installation

1. Inspect the base label (Form WAR259) for a completion sticker for SF619 (Form WAR260). If a sticker is present for SF619, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Replace the front RH side cab mount isolator. For instructions, refer to **Section 60.01** of the *New Cascadia Workshop Manual*.
4. Position the heat shield (18-73852-000) on the RH side frontwall as shown in [Fig. 1](#).

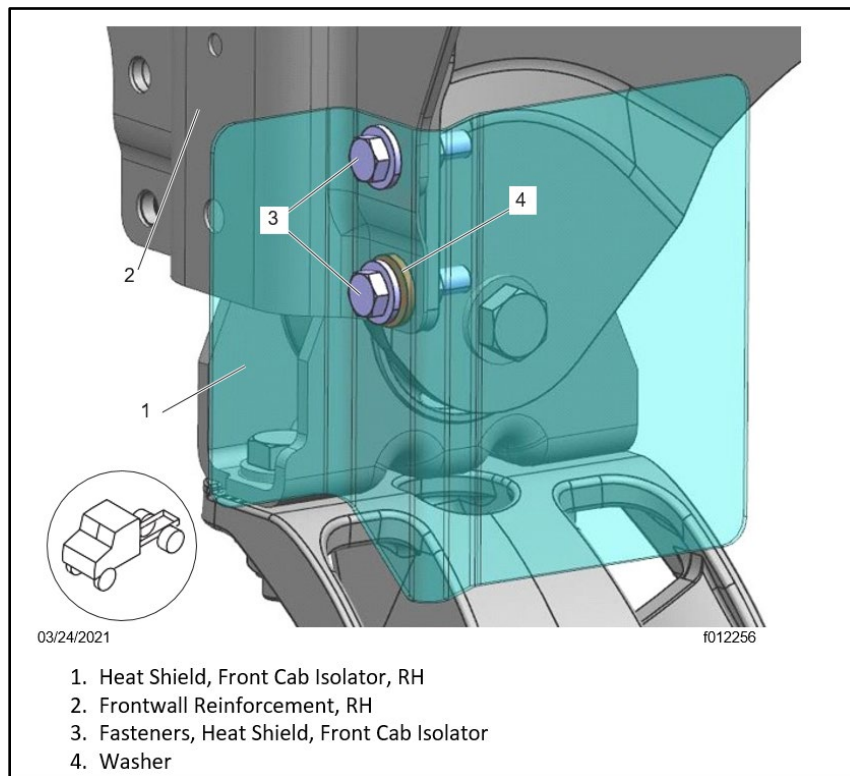


Fig. 1, Cab Mount Heat Shield Installation, RH

March 2021  
SF619A

5. Install the two fasteners that attach the heat shield to the front RH side frontwall, along with a washer on the lower fastener between the heat shield and the reinforcement. See [Fig. 1](#). Tighten the fasteners 34 lbf.ft (46 N.m).
6. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF619 (Form WAR260), indicating this work has been completed.