

April 2021
SF621A-C

Subject: Freightliner Drag Link Cotter Pin

Models Affected: Specific Model Year 2021 Freightliner 108SD, 114SD, and Business Class M2 vehicles, manufactured August 3, 2020, through September 25, 2020.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF621 to modify the vehicles mentioned above.

Errors found in the cotter pin installation process indicate that it may not have been completed properly. This may result in the cotter pin not being bent correctly or missing altogether.

The cotter pin will be inspected and modified or replaced as needed.

There are approximately 1,872 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 SF621, 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 SF621

Campaign Number	Part Description	Part Number	Qty.
SF621A-C	COTTER PIN	23-00800-407	2 ea
	BLANK COMPLETION STICKER	WAR261	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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF621A-C	Inspect cotter pin	0.2	996-F094A	06-Inspect
	Inspect/check torque/install cotter pin	0.4	996-F094B	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 (**SF621-A, SF621-B, etc.**).
- In the Primary Failed Part field, enter **25-SF621-000**.
- 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 April 30, 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 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.

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Copy of Notice to Owners

Subject: Freightliner Drag Link Cotter Pin

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF621A-C to modify the specific Model Year 2021 Freightliner 108SD, 114SD, and Business Class M2 vehicles, manufactured August 3, 2020, through September 25, 2020.

Errors found in the cotter pin installation process indicate that it may not have been completed properly. This may result in the cotter pin not being bent correctly or missing altogether.

The cotter pin will be inspected and modified or replaced as needed.

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 on-line at Daimler-TrucksNorthAmerica.com/Contact-Us/. Scroll down to "Locate a Dealer," and select the appropriate brand. The campaign will take approximately one half hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on April 30, 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, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

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Models Affected: Specific Model Year 2021 Freightliner 108SD, 114SD, and Business Class M2 vehicles, manufactured August 3, 2020, through September 25, 2020.

Cotter Pin Inspection and Repair

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF621 (Form WAR261). If a sticker is present for campaign SF621, 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 apply the parking brakes. Chock the tires.
3. Locate and inspect the cotter pin installation at both ends of the drag link. See [Fig. 1](#).

Is the cotter pin present and ends bent? See [Fig. 1](#).

YES → No further work is required. Go to step 6.

NO → Go to the next step.

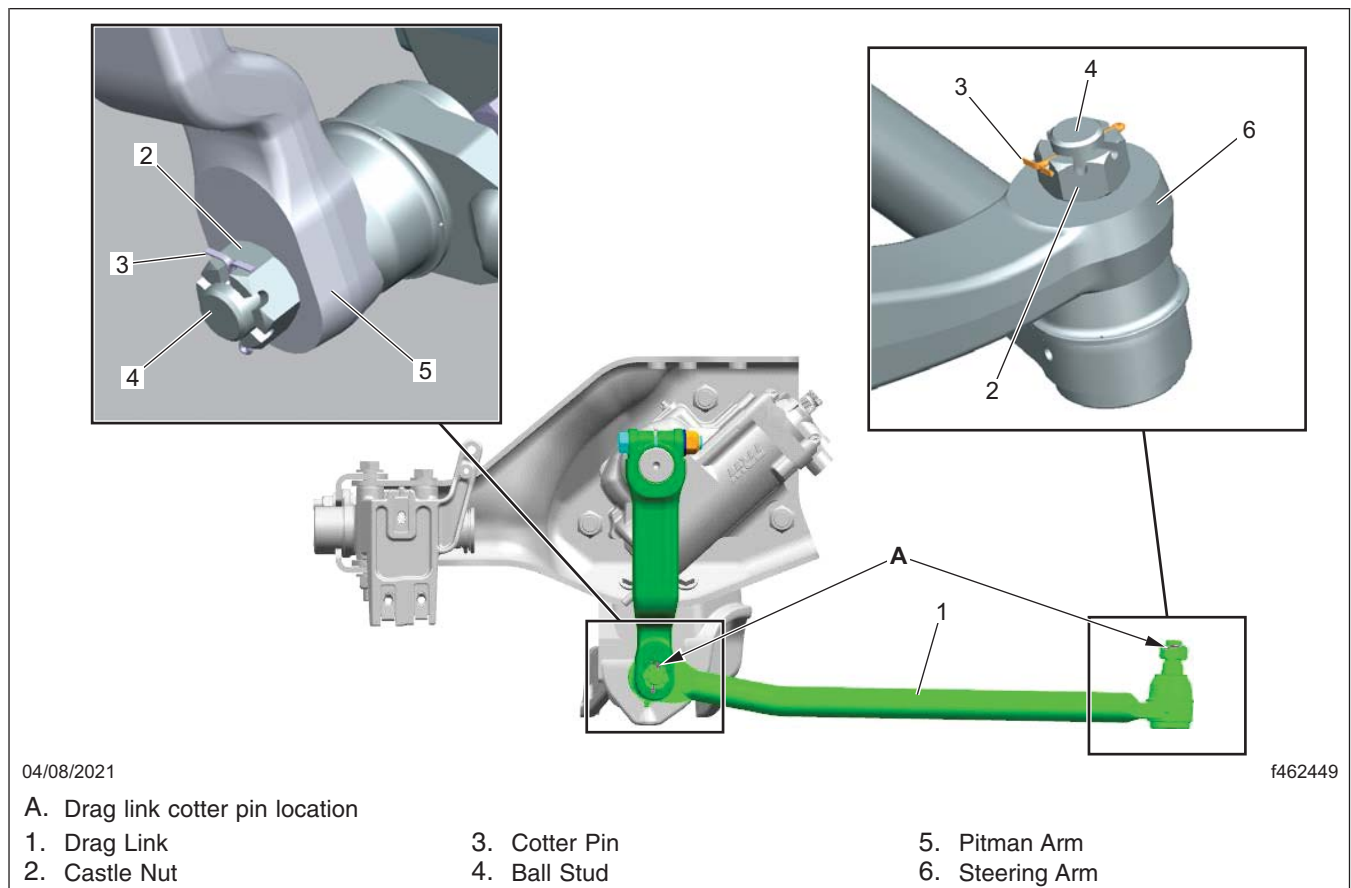


Fig. 1, Drag Link Cotter Pin Location

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4. If the cotter pin is incorrectly installed at either end of the drag link, remove and discard it.
5. On the drag link end with removed/missing cotter pin, tighten the castle nut 195 lbf-ft (265 N-m). Install a new cotter pin on the ball stud and nut. See [Fig. 1](#).
6. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF621 (Form WAR260), indicating this work has been completed.