

May 2021
SF624A

Subject: Freightliner M2 DD5 Fan Hub Fasteners

Models Affected: Specific Model Year 2019-2021 Freightliner M2 106 model vehicles, manufactured October 15, 2018, through June 13, 2020.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF624A to modify the vehicles mentioned above.

Fan hub bolts may be insufficiently torqued which could lead to a failure and excessive truck down time.

Fan hub bolts will be inspected, and if not torqued properly, will be replaced with new bolts.

There are approximately 1,515 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 SF624, 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 SF624

Campaign Number	Part Number	Part Description	Qty.
SF624A	DDE N910105010007	BOLT	4 ea
	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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF624A	Inspect Fan Hub Bolts	0.8	996-F096A	06-Inspect
SF624B	Inspect and Replace Fan Hub Bolts	2.1	996-F096B	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 (**SF624-A**).
- In the Primary Failed Part field, enter **25-SF624-000**.
- In the Parts section, enter the appropriate part number 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 May 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 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 M2 DD5 Fan Hub Fasteners

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks division, is initiating Field Service Campaign SF624A to modify specific Model Year 2019-2021 Freightliner M2 106 model vehicles, manufactured October 15, 2018, through June 13, 2020.

Fan hub bolts may be insufficiently torqued which could lead to a failure and excessive truck down time.

Fan hub bolts will be inspected, and if not torqued properly, will be replaced with new bolts.

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 to two hours, depending on the inspection, and will be performed at no charge to you.

This Field Service Campaign will **terminate on May 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, 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

Subject: Freightliner M2 DD5 Fan Hub Fasteners

Models Affected: Specific Model Year 2019-2021 Freightliner M2 106 model vehicles, manufactured October 15, 2018, through June 13, 2020.

DD5 Fan Hub Fasteners Inspection and Repair

1. Check the base label (Form WAR259) for a completion sticker for SF624 (Form WAR260) 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 for SF624, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle, shut down the engine, and apply the parking brake. Chock the tires.
3. Disconnect the negative battery cables at the batteries.
4. Remove the bumper end caps. Refer to **Group 31** of the *Business Class M2 Workshop Manual* for instructions.
5. Loosen the fan hub pulley fasteners, and then disconnect the fan hub vent hose.
6. Release the fan hub belt, and then remove the belt tensioner pin. Retain them for reuse.
7. Inspect the fan hub fasteners.

Are the fasteners adequately torqued to 37 lbf-ft (50 N-m)?

YES → Go to the next step.

NO → Remove the fan hub fasteners, and then slide the fan hub pulley forward. Discard the fasteners. Install the fan hub pulley using new fasteners. Tighten them 37 lbf-ft (50 N-m).

8. Hand tighten the fan belt pulley.
9. Install the fan hub belt, and then install the tensioner pin.
10. Install the fan hub pulley fasteners. Tighten them 11 lbf-ft (15 N-m).
11. Install the bumper end caps. Refer to **Group 31** of the *Business Class M2 Workshop Manual* for instructions.
12. Connect the negative battery cables at the batteries.
13. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF624 (Form WAR260), indicating this work has been completed.