

March 2022
SF651A

Subject: FCCC MT45 Driveline Bearing Spacers

Models Affected: Specific model year 2022 Freightliner Custom Chassis MT45 models (equipped with a DD5 engine), manufactured May 5, 2021, through July 30, 2021.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly-owned subsidiary, Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF651A to modify the vehicles mentioned above.

Due to a misalignment between the second hanger bearing isolator and the second driveshaft, the bearing isolator may be subject to extraneous loading and wear.

To relieve tension on the hanger bearing isolator, driveline hanger spacers will be installed.

There are approximately 91 vehicles involved in this campaign.

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 SF651, 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 SF651

Campaign Number	Part Number	Part Description	Qty. per VIN
SF651A	09-12023-000	1/2" DRIVELINE HANGER SPACER	2 ea
	23-11751-250	SCREW-CAP, HEX, 1/2-13,GR8,ZNDI	3 ea
	23-09114-003	WASHER-HRDN,0.53X1.06X.177,ZN	6 ea
	23-13833-108	NUT-HEX,LKG,XL SIL, 1/2-13	3 ea
	WAR261	BLANK COMPLETION STICKER	1 ea

Table 1

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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 Code	Corrective Action
SF651A	Install Driveline Bearing Spacers	0.4	996-F124A	12-Repair Recall/Campaign

Table 2

IMPORTANT - Before Beginning Work:

- Check OWL to ensure the vehicle is involved and the campaign has not previously been completed.
- Check the vehicle for a completion sticker.

IMPORTANT - After Repair is Complete:

- Attach a gray completion sticker (Form WAR261) to the base completion label (Form WAR259). If the vehicle does not already have a base completion label, clean a spot on the appropriate location of the vehicle, and attach a base completion label, prior to installing the completion sticker.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting a claim. Please reference the following information in OWL:

- All claims must be submitted within 30 days of the repair date.
- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**SF651-A**).
- In the Primary Failed Part field, enter **25-SF651-000**.
- 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 March 31, 2023**. Dealers will be notified of any changes to the termination date via an Important Campaign Information (ICI) Letter posted on DTNACconnect.com.

Excess Inventory: U.S. and Canadian dealers, following the conclusion of the campaign, within 90 days from the termination date, excess inventory in resalable condition may be returned to the appropriate PDC. U.S. dealers, submit a PAR to request return to the Memphis PDC. Canadian dealers, return inventory to your facing PDC. Export Distributors, excess inventory is not returnable.

For Support: Contact the Warranty Campaigns Department via the Warranty Support Center at DTNACconnect.com/WSC or the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket or contact your International Service Manager.

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Copy of Notice to Owners

Subject: FCCC MT45 Driveline Bearing Spacers

Daimler Truck North America LLC (DTNA), on behalf of its wholly-owned subsidiary, Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF651A to modify specific model year 2022 Freightliner Custom Chassis MT45 models (equipped with a DD5 engine), manufactured May 5, 2021, through July 30, 2021.

Due to a misalignment between the second hanger bearing isolator and the second driveshaft, the bearing isolator may be subject to extraneous loading and wear.

To relieve tension on the hanger bearing isolator, driveline hanger spacers will be installed.

Please contact an authorized Daimler Truck North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately one half hour and will be performed at no charge to you. To locate an authorized dealer, search online at NorthAmerica.DaimlerTruck.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on March 31, 2023**. 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, DTNA will not pay for any damage caused by failure to properly maintain your vehicle. DTNA 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, e-mail address DTNA.Warranty.Campaigns@DaimlerTruck.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: FCCC MT45 Driveline Bearing Spacers

Models Affected: Specific model year 2022 Freightliner Custom Chassis MT45 models (equipped with a DD5 engine), manufactured May 5, 2021, through July 30, 2021.

Driveline Bearing Spacers Installation

Refer to [Fig. 1](#) for this procedure.

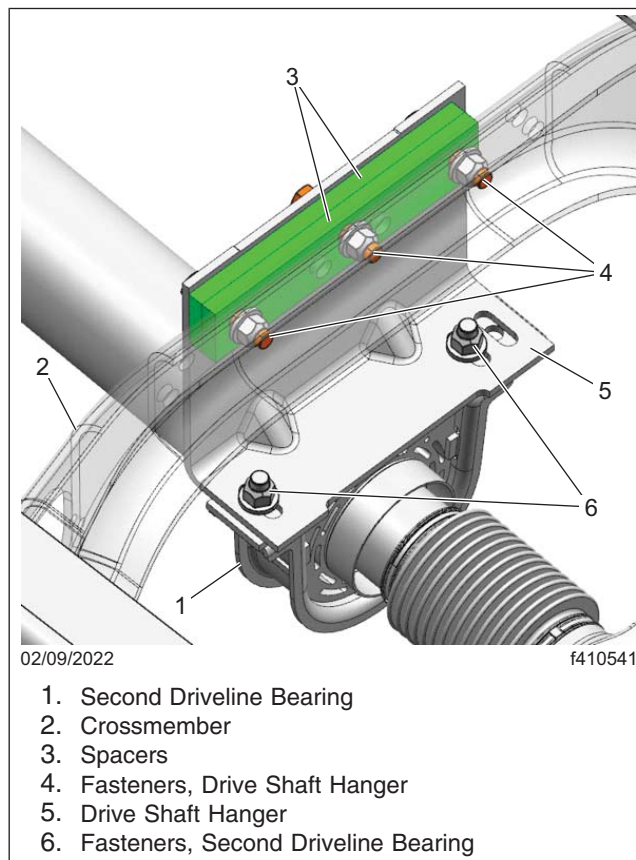


Fig. 1, Second Driveline Bearing Assembly with Spacers Installed

1. Check the base label (Form WAR259) for a completion sticker for SF651 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger 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 apply the parking brake. Chock the tires.

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IMPORTANT: For ease of installation, support the driveshaft at the second driveline bearing using a jack stand.

3. Using a 3/4-inch socket wrench, loosen the second driveline bearing fasteners, but do not remove the fasteners. The second driveline bearing must remain loosely attached to the drive shaft hanger.
4. Using a 3/4-inch socket wrench, remove the three fasteners that attach the drive shaft hanger to the crossmember.
5. Position two spacers (09-12023-000) between the driveshaft hanger and the crossmember.
6. Using washers on each side of a new fastener (23-11751-250), loosely install the three fasteners that attach the drive shaft hanger to the crossmember, with the two spacers placed between the drive shaft hanger and the crossmember. Tighten the fasteners 56 lbf-ft (76 N·m).

IMPORTANT: To prevent the bearing from binding during operation, ensure the driveline bearing fasteners are evenly placed in the slots before tightening.

7. Tighten the fasteners that attach the second driveshaft bearing to the drive shaft hanger 56 lbf-ft (76 N·m).
8. Remove the jack stand supporting the second driveline bearing.
9. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF651 (Form WAR261), indicating this work has been completed.