

October 2023
SF674A-C

Subject: Front Wall Huck Bolt Fasteners

Models Affected: Specific model year 2023 Freightliner eCascadia vehicles; and Western Star 47X, 48X, and 49X series vehicles including right-hand drive models, manufactured February 4, 2022, through February 2, 2023.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc, is initiating Field Service Campaign SF674 to modify the vehicles mentioned above.

Certain units were built without front wall huck bolt fasteners.

Front wall bolt fasteners will be installed.

There are approximately 917 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 part number(s) listed below from your facing Parts Distribution Center (PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF674, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF674

Campaign Number	Part Description	Part Number	Qty.
SF674A-C	HEX SCREW M6X20	DDE N910105006006	7 ea
	NUT	DDE N913023006002	7 ea
	BLANK COMPLETION STICKER	WAR261	1 ea

Table 1

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF674A-C	Install fastener and nut, front wall	1.0	996-F159A	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 (**SF674A-C**).
- In the Primary Failed Part field, enter **25-SF674-000**.
- 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 October 31, 2024**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter (ICI) posted on the DTNA Portal.

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 using the Warranty Support Center (WSC) app located on the DTNA Portal. Export distributors submit a WSC inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Front Wall Huck Bolt Fasteners

Specific model year 2023 Freightliner eCascadia vehicles; and Western Star 47X, 48X, and 49X series vehicles including right-hand drive models, manufactured February 4, 2022, through February 2, 2023.

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF674 to modify the vehicles mentioned above.

Certain units were built without front wall huck bolt fasteners.

Front wall huck bolt fasteners will be installed.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately 1 hour and will be performed **free of charge**. 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 October 31, 2024**. 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, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, 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: Front Wall Huck Bolt Fastener

Models Affected: Specific model year 2023 Freightliner eCascadia vehicles; and Western Star 47X, 48X, and 49X series vehicles including right-hand drive models, manufactured February 4, 2022, through February 2, 2023.

Installation of the Toe Kick Fastener on the Front Wall, Floor Panel, and Toe Kick Area

1. Check the base label (Form WAR259) for a completion sticker for SF674 (Form WAR261) 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 completion sticker is present, no work is needed. If there is no completion sticker, proceed to the next step.
2. Park the vehicle on a level surface, place the vehicle in neutral, shut down the vehicle, and set the park brake. Chock the tires.

IMPORTANT: eCascadia vehicles contain low voltage and high voltage systems. For instructions to disconnect and connect the low voltage batteries, see **Section 54.08, Subject 110** of *eCascadia Workshop Manual*.

3. Open the hood.

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4. Inspect whether the fasteners are already installed in the front wall or floor toe kick area, as shown in [Fig. 1](#).

Are the fasteners installed already?

YES → No further repair is needed. Close the hood. Go to step 12.

NO → Continue with the next step.

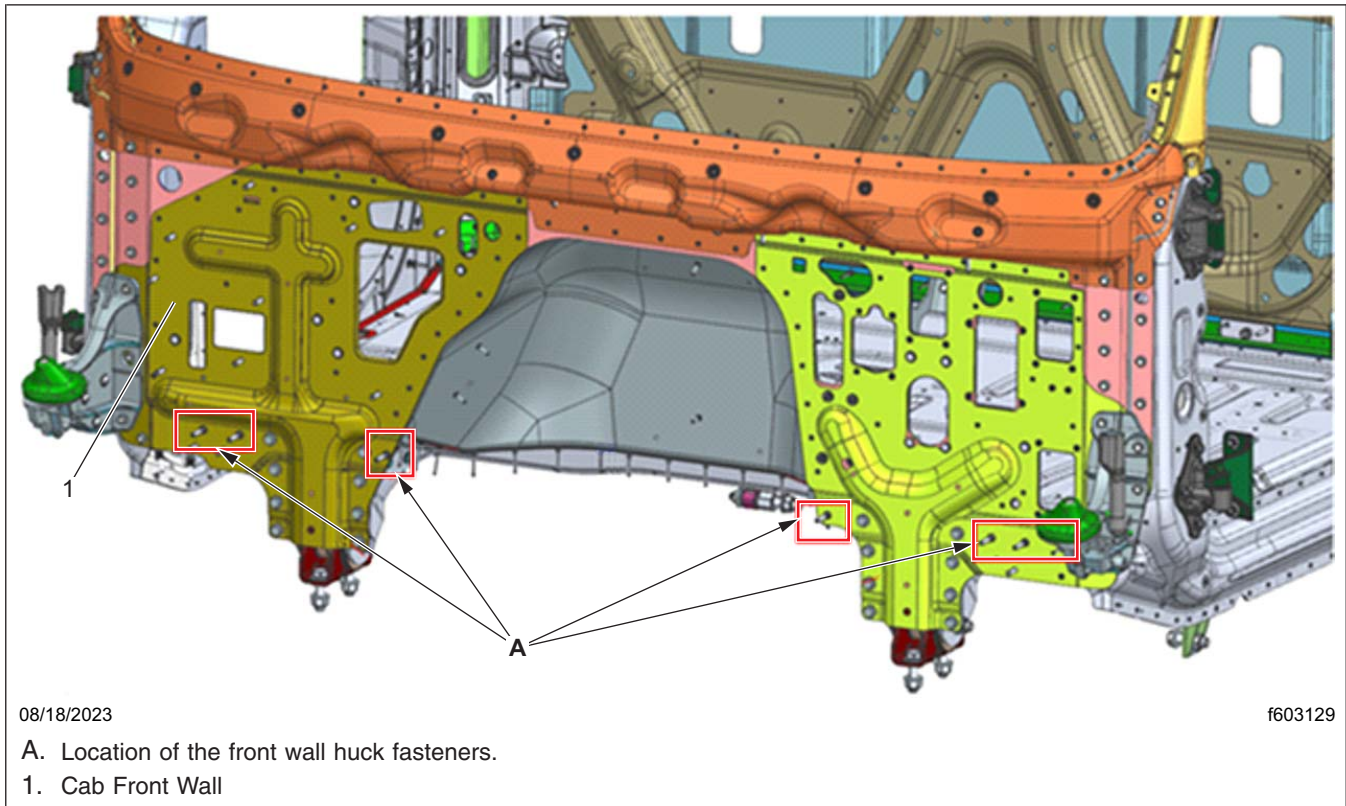


Fig. 1, Location of the Front Wall Huck Fasteners

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NOTE: Right-hand drive (RHD) is opposite to left-hand drive (LHD).

5. Remove the heating, ventilating, and air conditioning (HVAC) duct air intake to access the fastener location, which is behind the duct. See [Fig. 2](#) and [Fig. 3](#). Location of air intake and the huck fastener are shown in [Fig. 4](#) and [Fig. 5](#).

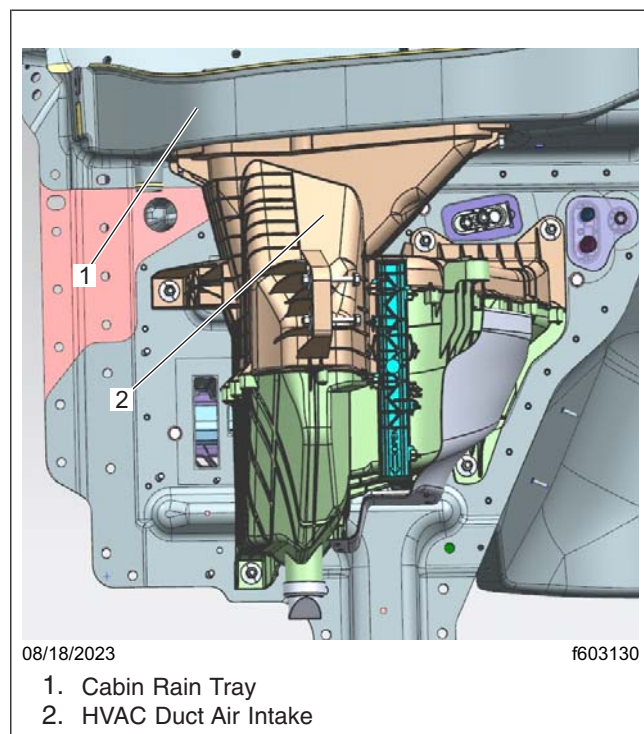


Fig. 2, Location of the Cabin Rain Tray and HVAC Duct Air Intake

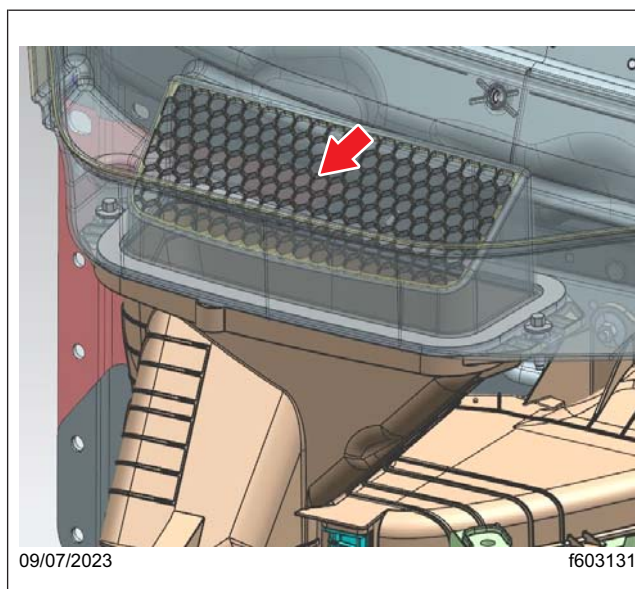


Fig. 3, Cabin Rain Tray

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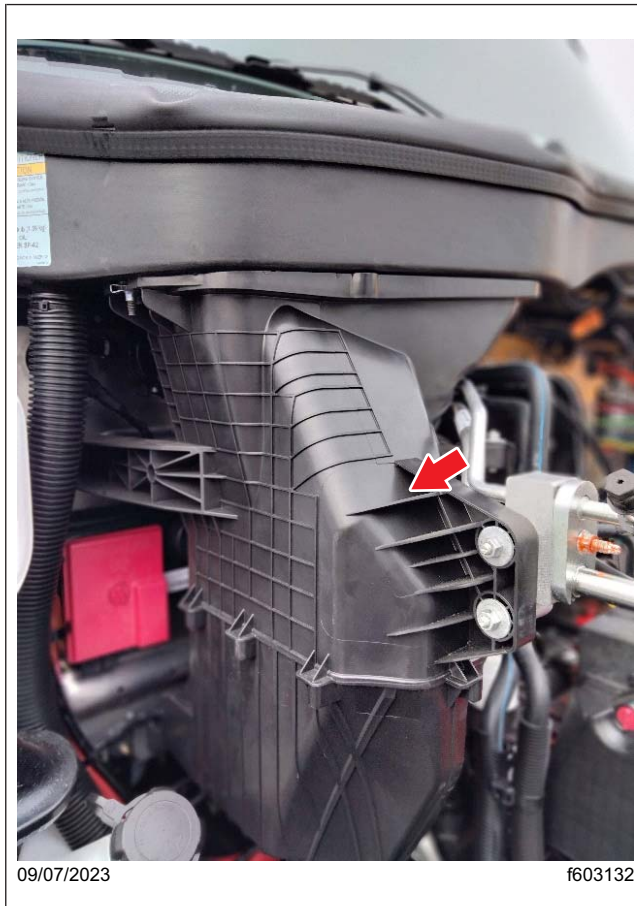


Fig. 4, HVAC Duct Air Intake



Fig. 5, Huck Fastener

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6. If the three-layer (front wall, floor panel and toe kick) panels do not align, or the front wall adhesive has covered the holes, use a 1/4-inch (6.5 mm) drill bit to drill out the holes for the missing fasteners.
- While drilling in the location near the washer bottle, be careful to not drill through the bottle.
 - **Figure 6** shows the location near the HVAC duct, and **Fig. 7** shows the location behind the HVAC duct air intake.



Fig. 6, Misaligned Hole Located near the Air Intake

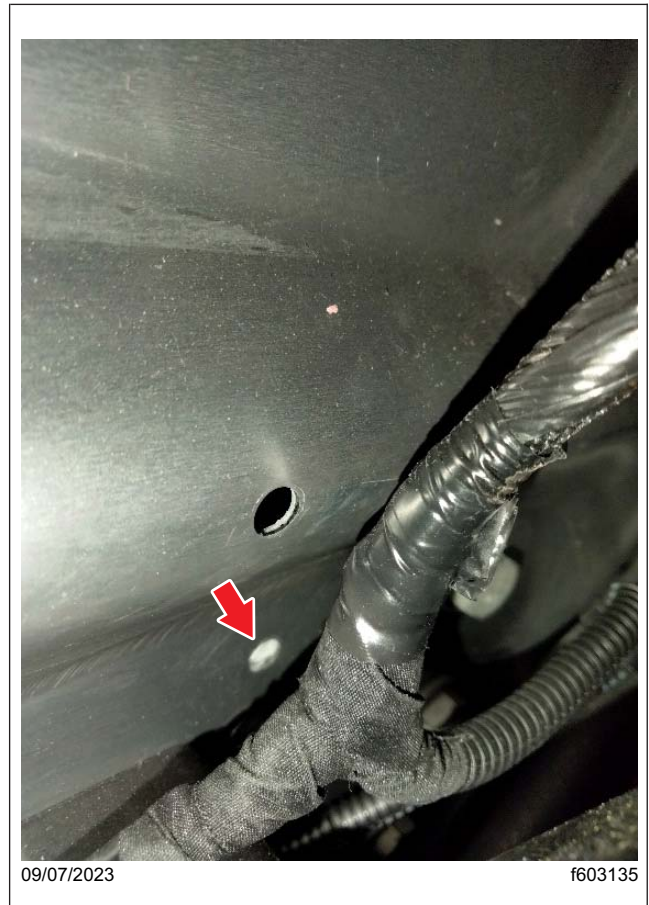


Fig. 7, Hole Behind the HVAC Air Intake

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- **Figure 8** shows the misaligned panel that needs to be drilled out.



Fig. 8, Misaligned Panel that needs to be Drilled

- Drill the front wall holes in all seven locations.
- The bonding glue may be filling the holes, and the floor panel and toe kick edge holes may not align with the front wall holes. See **Fig. 9** and **Fig. 10**.

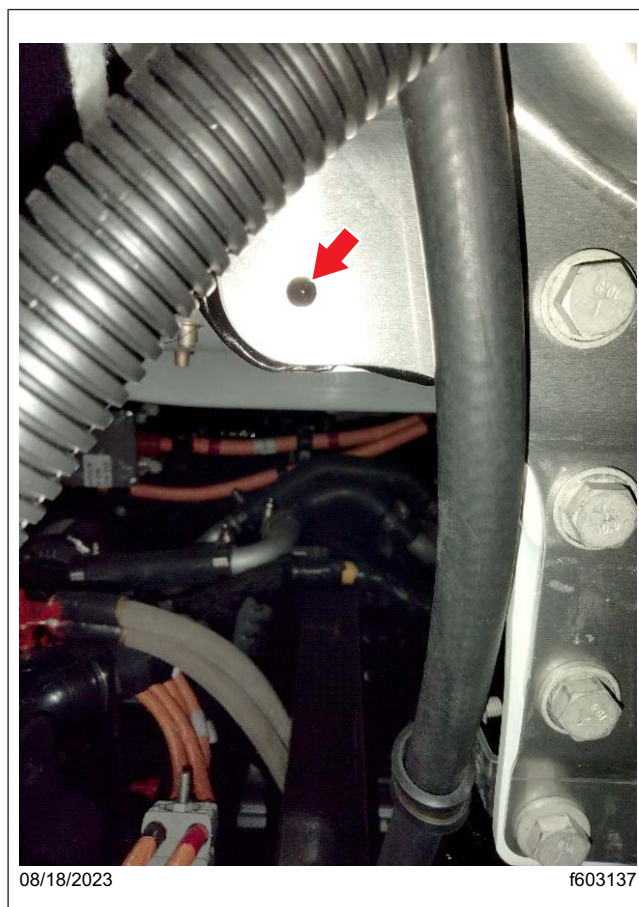


Fig. 9, Hole Covered with Bonding Glue



Fig. 10, Misaligned Floor Panel Toe Kick Edge Hole with the Front Wall Hole

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- Drill out each hole as required and debur the drilled holes.
7. Install the fasteners and tighten 98 lbf-in (1107 N-cm).
 8. Install the HVAC duct air intake.
 9. On the steering-shaft side of the vehicle, repeat steps 5 and 6 to drill the remaining holes and to install the fasteners.
 10. Remove the zip ties, if necessary, to allow movement of the air bundle or the harness. This allows access to the holes for installing the fasteners. See [Fig. 11](#).
 11. To access the holes located near the harness, remove the bulkhead connection harness, if necessary. See [Fig. 12](#).



Fig. 11, Bulkhead Connection Harness



HVAC drain hose moved over to reveal the hole that is covered with bonding glue.

Fig. 12, HVAC Drain Hose

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NOTE: Each build may require a small amount of adjustments to access the holes depending on the factory routing and clipping from the bill of materials. RHD vehicles have easier access to the required drilling locations.

12. If removed, install the bulkhead connection harness. See [Fig. 13](#).

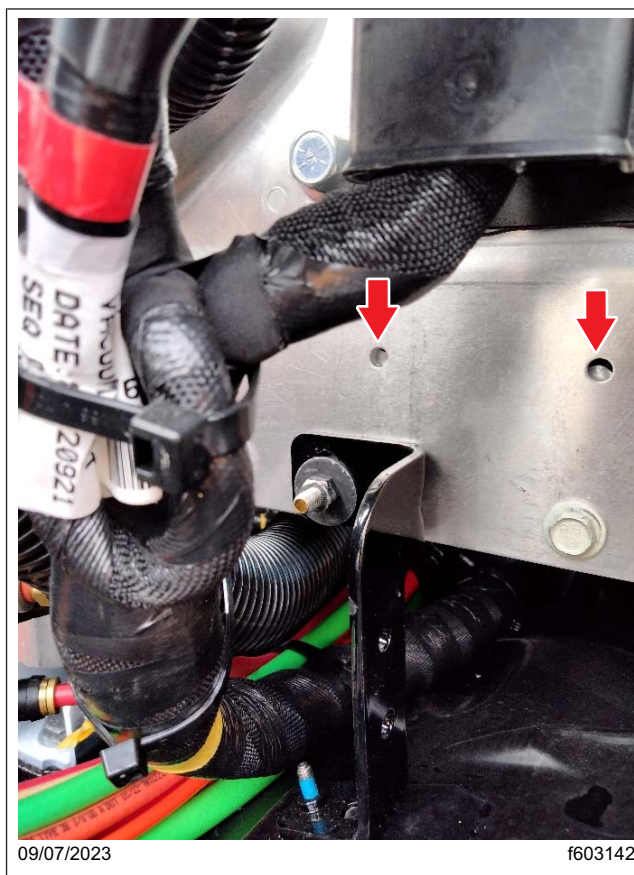


Fig. 13, Holes Located Behind the Harness

13. If removed, use zip ties to secure the harness, similar to the factory routing and clipping.
14. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF674 (Form WAR261), indicating this work has been completed.