

January 2024
SF671A

Subject: Beverage Body Frame Rail 50 KSI

Models Affected: Specific model years 2015-2023 Freightliner Business Class M2 vehicles manufactured January 9, 2014, through December 22, 2022.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF671 to modify the vehicles mentioned above.

In certain customer applications, the load conditions in combination with the body builder modified frame rails can potentially cause cracks to develop at the rear suspension lateral rod bracket area.

A frame reinforcement bracket/liner will be installed on the right hand frame rail.

There are approximately 481 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 SF671, 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 SF671

Campaign Number	Part Number	Part Description	Qty.
SF671A	15-27607-004	REINF-FRAME,21K ARLNR,BVRG,RH	1
	23-09444-225	SCREW-CAP,HEX,5/8-11 X 2.25,GRADE 8	2
	23-09444-175	SCREW-CAP,HEX,5/8-11 X 1.75,GRADE 8	4
	23-09444-275	5/8-11C X 2.75 in. L	2
	23-09444-500	SCREW-CAP,HEX,5/8-11 X 5.00,GRADE 8	1
	23-09444-550	SCREW-CAP,HEX,5/8-11 X 5.50,GRADE 8	1
	23-13942-020	BOLT-LOCK,3/4,1.250 GRIP	6
	23-13939-075	COLLAR-LOCK BOLT,3/4,1.105	6
	23-14450-110	NUT-HEX,LKG,VLH,5/8-11	10
	23-09114-000	WASHER-0.69X1.31X.177,YLW ZN,STEEL,HRDN	16
	WAR261	BLANK COMPLETION STICKER	1

Table 1

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF671A	Inspect and install frame rail support bracket	5.9	996-F183A	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 (**SF671A**).
- In the Primary Failed Part field, enter **25-SF671-000**.
- 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 January 31, 2025**. 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: Beverage Body Frame Rail 50 KSI

Specific model years 2015-2023 Freightliner Business Class M2 vehicles manufactured January 9, 2014, through December 22, 2022.

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF671 to modify the vehicles mentioned above.

In certain customer applications, the load conditions in combination with the body builder modified frame rails can potentially cause cracks to develop at the rear suspension lateral rod bracket area.

A frame reinforcement bracket/liner will be installed on the right hand frame rail.

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 6 hours 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 January 31, 2025**. 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: Beverage Body Frame Rail

Models Affected: Specific model years 2015-2023 Freightliner Business Class M2 vehicles manufactured January 9, 2014 through December 22, 2022.

Installation of the Frame Reinforcement Bracket

1. Check the base label (Form WAR259) for a completion sticker for SF671 (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, shut down the engine, and set the parking brake. Chock the tires.
3. Raise the vehicle, and support it with appropriate jack stands. For instructions to raise and lower the vehicle, see **Group 00** of the *Business Class M2 Workshop Manual*.
4. Remove the wheels. For instructions, see **Group 40** of the *Business Class M2 Workshop Manual*.
5. Remove the tie straps that secure the wiring harness and hoses to the frame rails, then gently move the wiring harness and hoses to access the bracket mounting fasteners. See [Fig. 1](#).

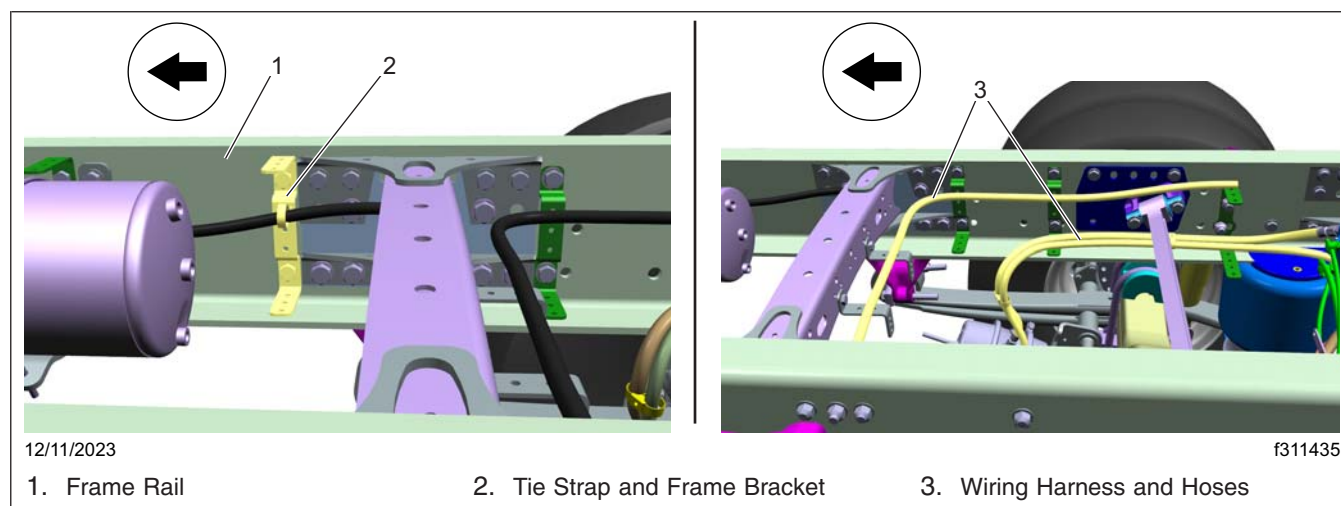


Fig. 1, Right-Hand Frame Bracket, Wiring Harness, and Hoses

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6. Remove the mounting fasteners that attach the brackets to the frame rails, then remove the brackets. See [Fig. 2](#) and [Fig. 3](#).

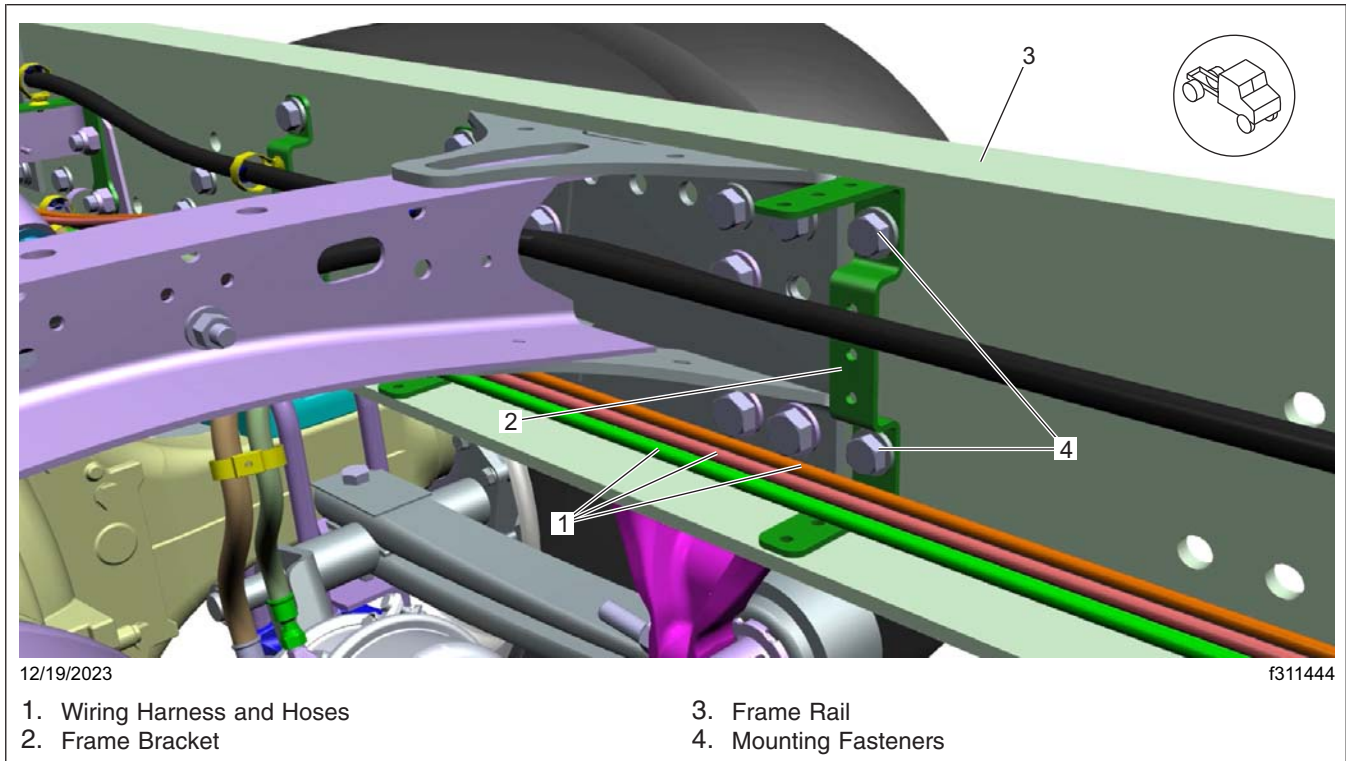


Fig. 2, Left-Hand Side Frame Brackets

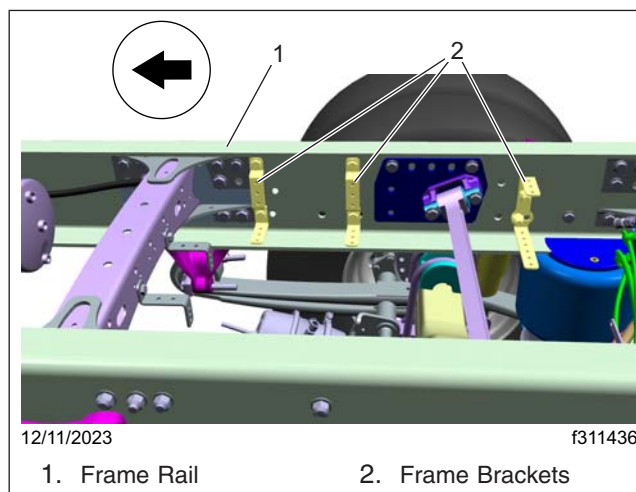


Fig. 3, Right-Hand Side Frame Brackets

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7. Remove the fasteners from both the ends of the lateral control rod, then remove the lateral control rod. See [Fig. 4](#) and [Fig. 5](#).

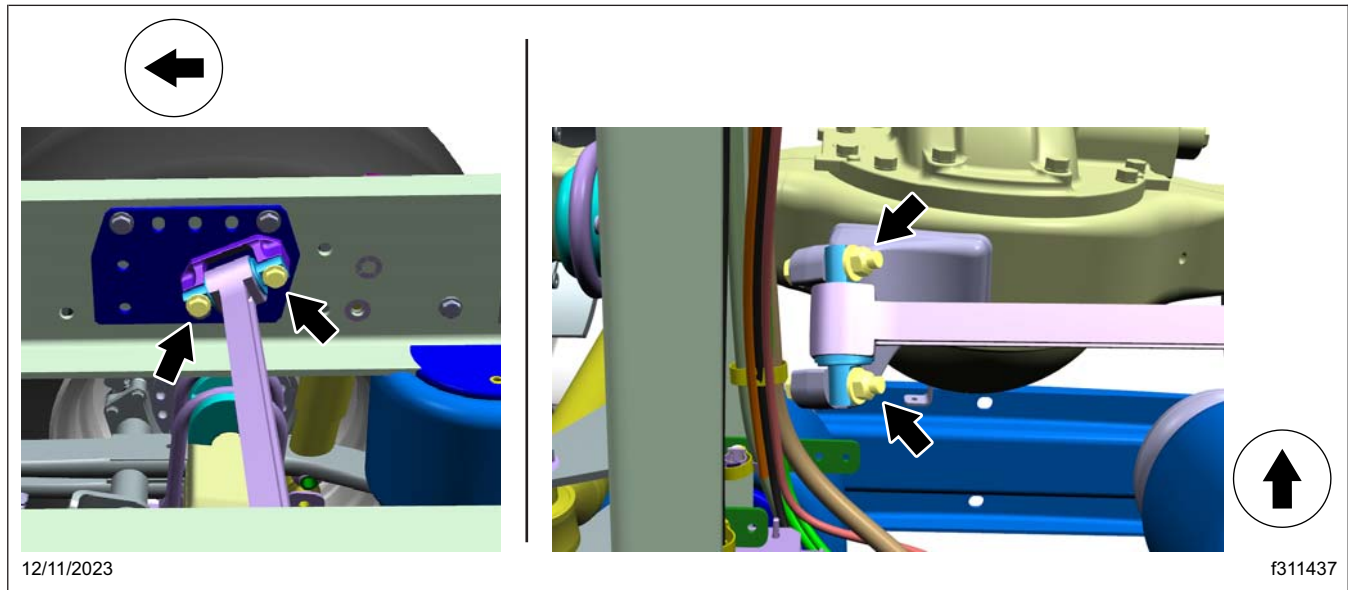


Fig. 4, Lateral Control Rod Mounting Fasteners

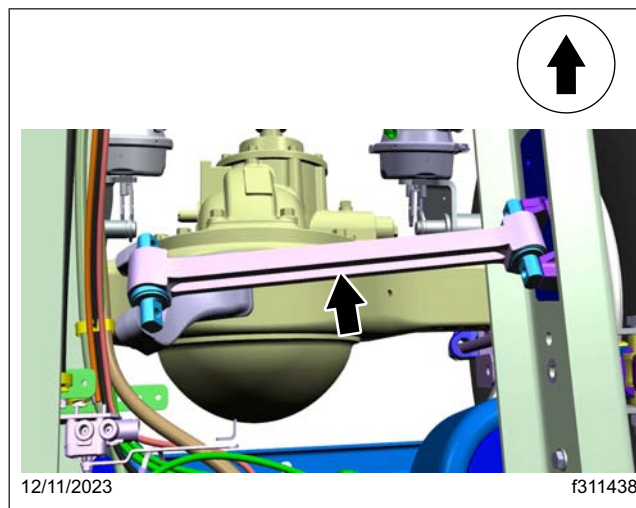


Fig. 5, Removal of the Lateral Control Rod

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8. Remove the fasteners that attach the lateral control rod backing plate to the right-hand frame rail, as shown in [Fig. 6](#). Remove and discard the right-hand side backing plate.

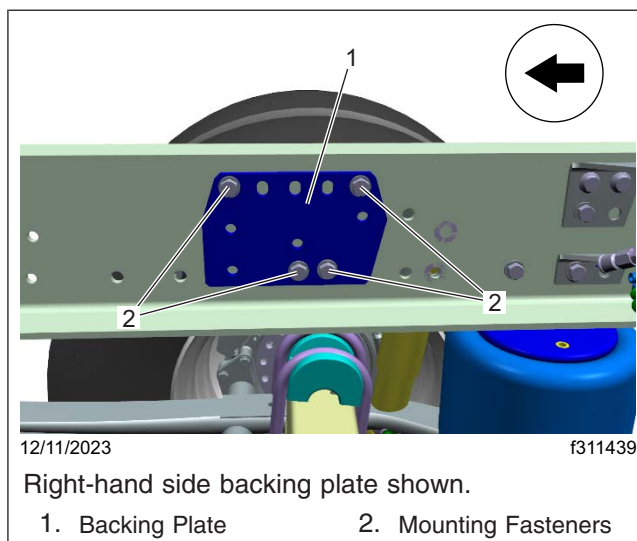


Fig. 6, Lateral Control Rod Backing Plate

9. Inspect the frame rail carefully at the location of the lateral rod backing plate. Assess/repair any cracks that are detected in the frame rail web. For instructions, see **Group 31** of the *Business Class M2 Workshop Manual*.

If cracks are detected in the frame rail flange or the bend radius area, replace the right-hand frame rail. Please contact your DTNA District Service Manager for clarification and approval.

10. Remove the fasteners that attach the crossmember to both the frame rails. See [Fig. 7](#).

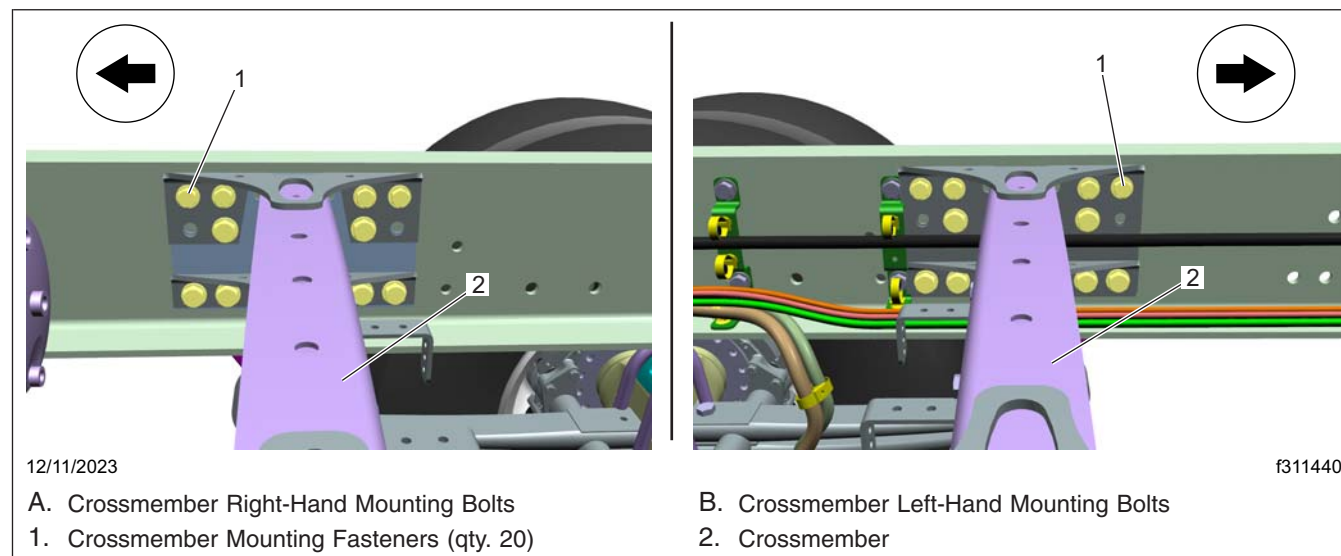


Fig. 7, Crossmember Mounting Fasteners

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11. Use a portable power source to spread the frame rails slightly, then slide the crossmember towards the front of the vehicle, as shown in [Fig. 8](#).

IMPORTANT: Do not discard the left-hand side backing plate, the same plate is used during installation.

12. Slide the right-hand side backing plate towards the rear of the vehicle to remove it. Discard the right-hand side crossmember backing plate. See [Fig. 8](#).

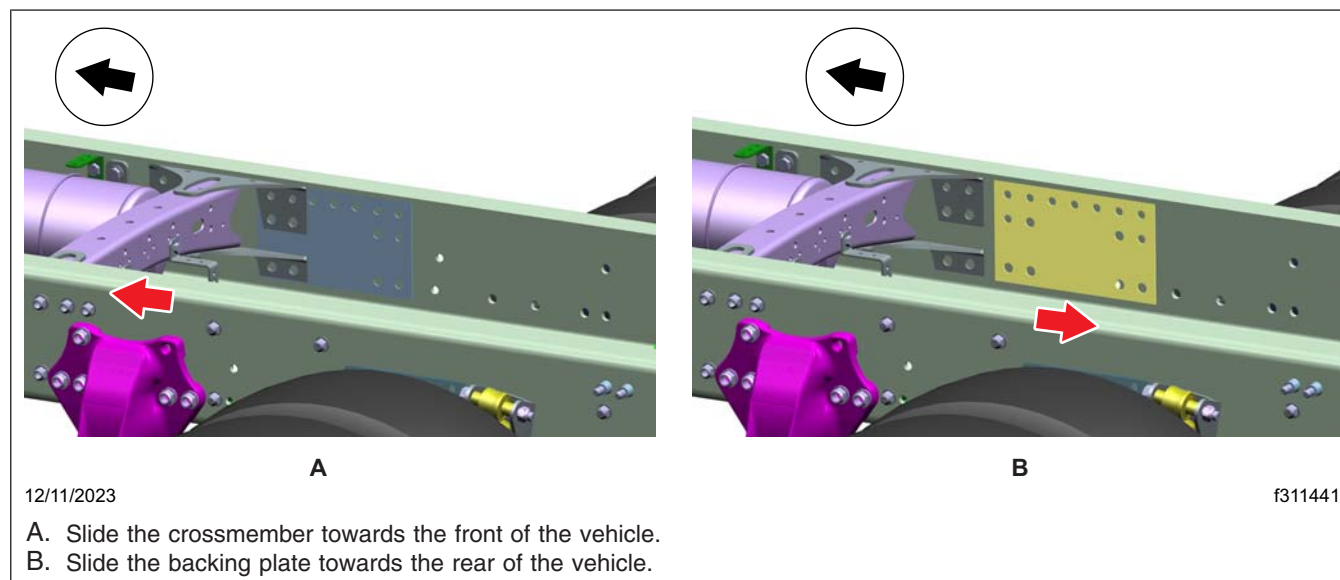


Fig. 8, Sliding the Crossmember and the Backing Plate

13. Remove the fasteners that attach the rear shock absorber bracket to the frame rail.
14. Drill suitable holes in the frame reinforcement bracket, as shown in [Fig. 9](#).
15. Slide the frame reinforcement bracket inside the frame rail lining and align with the pre-drilled holes, as shown in [Fig. 9](#).

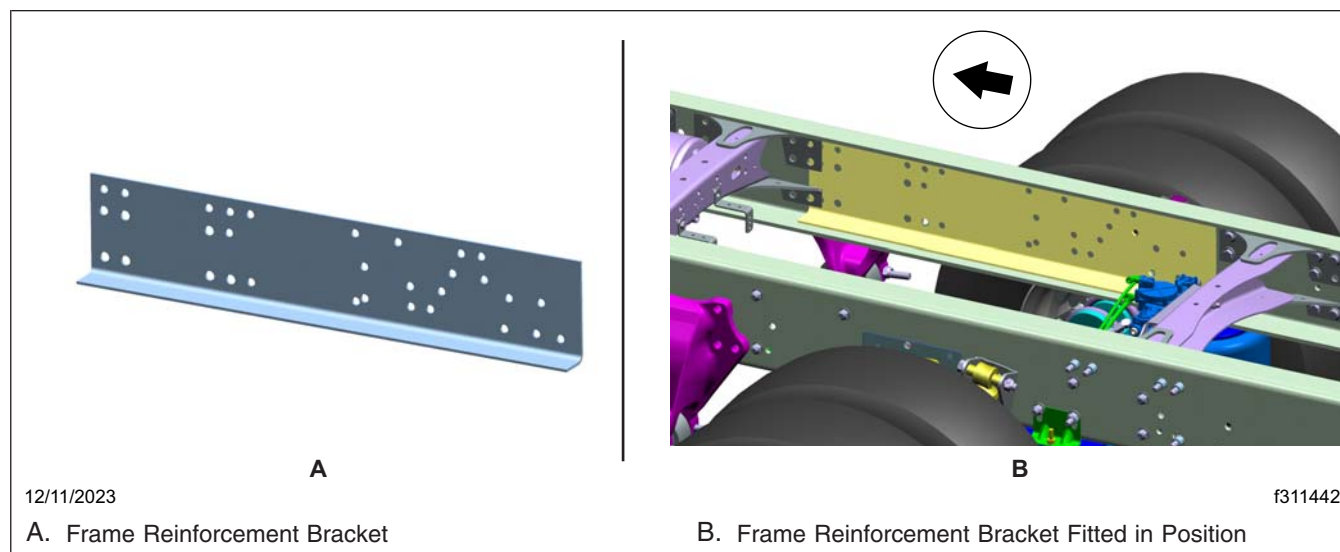


Fig. 9, Installation of the Frame Reinforcement Bracket

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16. Slide the crossmember towards the rear of the vehicle to bring it to its original position. See [Fig. 10](#).

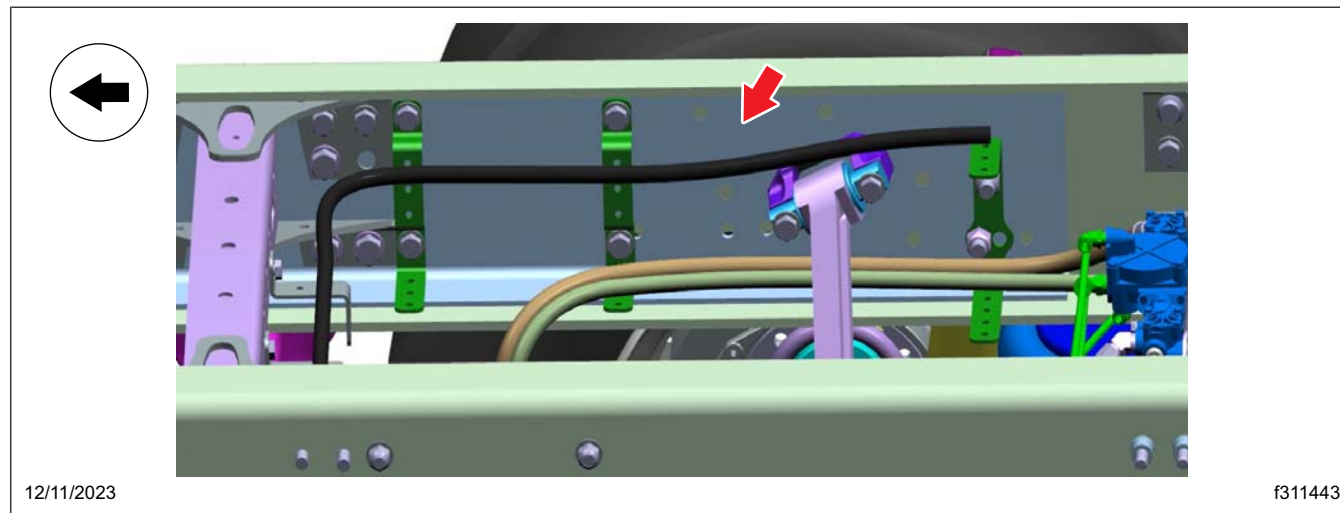


Fig. 10, Frame Reinforcement Bracket Installed

17. Install the fasteners that attach the crossmember to both the frame rails.
- If huck style fasteners are used, install the huck collars on the bolts with a suitable tool.
 - If threaded bolts and locknuts are used, tighten the nuts to the corresponding coating torque values.

Fastener Type	Torque	
	lbf·ft	N·m
5/8 XL	129 lbf·ft	175 N·m
5/8 VLH	174 lbf·ft	236 N·m
3/4 XL	200 lbf·ft	271 N·m
3/4 VLH	266 lbf·ft	361 N·m

18. Install the mounting fasteners that secure the lateral control rod on both the ends. If equipped with XL fasteners, tighten the fasteners 129 lbf·ft (175 N·m). If equipped with VLH fasteners, tighten the fasteners 174 lbf·ft (236 N·m).
19. Install the bracket mounting fasteners that attach the brackets to the frame rails.
20. Install the rear shock absorber bracket fasteners that attach the bracket to the frame rail.
21. Gently move the wiring harness and hoses to their original positions.
22. Use suitable tie straps to secure the wiring harness and hoses with the brackets along the frame rails.
23. Install the wheels. For instructions, see **Group 40** of the *Business Class M2 Workshop Manual*.
24. Remove the jack stands, and lower the vehicle to the ground. For detailed instructions, see **Group 00** of the *Business Class M2 Workshop Manual*.
25. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF671 (Form WAR261), indicating this work has been completed.