

July 2024
SF704 A

Subject: eCascadia & eM2 Electric Refrigerant Compressor - Lubrication

Models Affected: Specific model years 2024-2025 Freightliner eCascadia and eM2 vehicles, manufactured November 14, 2023, through May 15, 2024.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF704 to modify the vehicles mentioned above.

On certain vehicles, due to an equipment issue at the manufacturing plant, refrigerant oil may not have been injected into the A/C system.

As a temporary solution, in order to prevent extensive damage and to minimize downtime, refrigerant oil will be added to the A/C compressor. A subsequent campaign will be launched, when parts become available, to replace the A/C compressor, condenser, receiver/dryer, evaporator, chiller, junction block, thermostatic expansion valve (TXV), and all associated refrigerant plumbing.

There are approximately 236 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

Refrigerant oil is now available and can be obtained by ordering the part number listed below from your facing Parts Distribution Center (PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF704, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF704

Campaign Number	Part Number	Part Description	Qty.
SF704 A	SHC ZERHD46 8OZCN	HD46 REFRIGERANT OIL, 8 OZ	1 ea
	WAR261	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.

July 2024
SF704 A

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF704 A	Add / Inspect Oil, A/C System	1.0	996-F224B	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 group, (**SF704-A**).
- In the Primary Failed Part field, enter **25-SF704-000**.
- 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 July 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. 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: return kits to your facing PDC. Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via the Warranty Support Center (WSC) located on the DTNA Portal. Export distributors submit a WSC inquiry or contact your International Service Manager.

July 2024
SF704 A

Copy of Notice to Owners

Subject: eCascadia & eM2 Electric Refrigerant Compressor - Lubrication

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks division, is initiating Field Service Campaign SF704 to modify specific model years 2024-2025 Freightliner eCascadia vehicles, manufactured November 14, 2023, through May 15, 2024.

On certain vehicles, due to an equipment issue at the manufacturing plant, refrigerant oil may not have been injected into the A/C system.

As a temporary solution, in order to prevent extensive damage and to minimize downtime, refrigerant oil will be added to the A/C compressor. A subsequent campaign will be launched, when parts become available, to replace the A/C compressor, condenser, receiver/dryer, evaporator, chiller, junction block, thermostatic expansion valve (TXV), and all associated refrigerant plumbing.

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 one 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 July 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.

If you have any questions, contact the Warranty Campaigns Department at (800) 547-0712, 7 a.m. to 4 p.m. Pacific Time, M-F, e-mail address: dtna-war-campaigns@daimlertruck.com, or the Customer Assistance Center at (800) 385-4357.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

July 2024
SF704 A

Work Instructions

Subject: eCascadia & eM2 Electric Refrigerant Compressor - Lubrication

Models Affected: Specific model years 2024-2025 Freightliner eCascadia and eM2 vehicles, manufactured November 14, 2023, through May 15, 2024.

Lubricating the Electric Refrigerant Compressor (eRC)

1. Check the base label (Form WAR259) for a completion sticker for SF704 (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 a completion sticker is not present, 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 parking brake. Chock the tires.
3. Check for a (hand-written) label, near the refrigerant label on the front wall, indicating oil has already been added. If the label clearly states 8 oz of oil has been added, no other action is needed; proceed to step 7 to install a completion sticker. If there is any uncertainty as to what action was already taken, proceed to Step 4.
4. Evacuate the refrigerant from the air conditioning (A/C) system. For instructions, see **Chapter 17.1.14: Refrigerant Service Operations** in the applicable workshop manual. See **Fig. 1**.



07/22/2024

f832294

A. Check for a hand-written label at the location shown.

Fig. 1, Evacuating the Refrigerant

July 2024
SF704 A

5. Carefully note the amount of oil that is recovered with the refrigerant. See [Fig. 2](#) and [Fig. 3](#).

Is a measurable amount of oil recovered with the refrigerant?

YES → The system likely has a normal oil charge. Recharge with the refrigerant, and only add the amount of oil that came out.

NO → The system likely has an inadequate oil charge. Add 8 fl oz (237 mL) of oil into the system before recharging with the refrigerant.



Fig. 2, Refrigerant Recovery, Recycling, and Recharging Machine



Fig. 3, Oil Recovered with the Refrigerant

July 2024
SF704 A

6. When adding refrigerant oil, make sure to use ZEROL brand HD46 oil (SHC ZERHD46 8OZCN). See [Fig. 4](#).
 - 6.1 The preferred method of adding oil to the system is to use an HD46-dedicated syringe, and opening refrigerant line connections. If adding a full 8 fl oz (237 mL) to a system, add 2 fl oz (59 mL) to the low-side line going to the compressor, or directly into the compressor suction port, 3 fl oz (89 mL) into the receiver/dryer, and 3 fl oz (89 mL) into the condenser. See [Fig. 5](#).

⚠ CAUTION

Mixing standard PAG oil with HD46 can damage an electric refrigerant compressor and cause the A/C to become inoperative.

- 6.2 If injecting oil using a refrigerant recovery/charge machine, without opening the system, make sure to use a dedicated machine that has only ever been used to inject this type of oil.



Fig. 4, Refrigerant Oil



Fig. 5, HD46-Dedicated Syringe and Line Connections

7. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF704 (Form WAR261), indicating this work has been completed.