

SF713 A

Creation Date:

March 2025

Subject: Driveshaft and Crossmember Clearance

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner Custom Chassis Corporation	MT45	2024	2024	March 27, 2023	May 31, 2023
Identifying Feature	Spec'd with a Ramp Provision and Low-Profile Suspension				

General Information

On behalf of the wholly owned subsidiary listed below, Daimler Truck North America LLC (DTNA), is initiating Field Service Campaign SF713 to modify the affected vehicles.

- Freightliner Custom Chassis Corporation

PROBLEM:

Certain vehicles equipped with a ramp provision and low-profile suspension may experience contact between the driveshaft and forward rear suspension crossmember during vehicle articulation.

SOLUTION:

The crossmember will be replaced. Additionally, the driveshaft will be inspected and replaced if any damage is found.

There are approximately 63 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

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF713, a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this campaign.

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IMPORTANT – After Repair is Complete*:

Attach a red completion sticker (WAR261) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

* TBB is exempt from the completion sticker process

Table 1 – Replacement Parts for SF713A

Group	Part Description	Part Number	Qty
SF713 A	X/M M/SHIP SPLAYED	15-17882-001	2 ea
	WASHER-FLAT,STEEL,HARDENED,1/2 IN	23-09114-003	8 ea
	SCREW,CAP,HEX,1/2-13,G	23-11751-150	4 ea
	NUT-HEX,PT,1/2-13,GR C,ZN/AL, 448	23-13833-108	4 ea
	BRKT-ASSY,WABCO ESC	A06-96272-000	1 ea
	WASHER-FLAT,STEEL,HARDENED,5/16 IN	23-09114-006	2 ea
	SCREW-CAP,HEX,5/16-18	23-11745-125	2 ea
	NUT-HEX,FLANGE,LOCKING,1/2-13,ZN A	23-13861-108	3 ea
	D/S,MAIN,SPL70,YK-CR,5 (ONLY ORDER IF THE CURRENT DRIVESHAFT IS FOUND DAMAGED)	A09-10753-531	1 ea
	Blank Completion Sticker	WAR261	1 ea

Table 1 – Replacement Parts for SF713A

Removed Parts

For U.S. and Canadian Dealers, use the part disposition to determine how to manage removed parts (return, scrap, etc.). Dispositions are available at the date of the repair.

Claim Reimbursement – Labor Allowance

IMPORTANT: OWL must be viewed prior to performing the campaign to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

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.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP component code, replacement parts, cause, corrective action and SRT code.

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Table 2 – Claim Reimbursement Table

Claim Type	Field Service Campaign
Campaign	SF713 A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF713-000

Table 2 – Claim Reimbursement Table

Table 3 – Labor Allowance for SF713A

Group	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
A	Driveshaft and Crossmember Replacement	6.5	996-F233A	12-Repair Recall/Campaign

Table 3 – Labor Allowance for SF713A

Claims for Credit

- Claim type is Field Service Campaign
- In the Campaign field, enter the campaign number and appropriate condition code (SF713-A).
- In the Primary Failed Part field, enter 25-SF713-000.
- In the Parts section, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative will auto-populate if applicable using SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is F99-999-005 and the Cause Code is A1 - Campaign.

IMPORTANT: OWL must be viewed prior to performing the campaign to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal.com/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

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Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60-day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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Copy of Notice to Owners

Subject: Driveshaft and Crossmember Clearance

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF713 to modify specific 2024 FCCC MT45 vehicles, manufactured March 27, 2023, to May 31, 2023.

Certain vehicles equipped with a ramp provision and low-profile suspension may experience contact between the driveshaft and forward rear suspension crossmember during vehicle articulation.

The crossmember will be replaced. Additionally, the driveshaft will be inspected and replaced if any damage is found.

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 7 hours and will be performed **free of charge**. To locate an authorized dealer, go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

This Field Service Campaign will **terminate on March 31, 2026**. 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 Truck North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Truck 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-war-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: Driveshaft and Crossmember Clearance

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner Custom Chassis	MT45	2024	2024	March 27, 2023	May 31, 2023
Identifying Feature	Spec'd with a Ramp Provision and Low-Profile Suspension				

SF713 – Replacement of the Crossmember

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF713 (Form WAR261). The base label is usually located on the front wall under the dash. 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, shut down the engine, and set the parking brake. Chock the tires.
3. Remove the rear driveshaft and inspect for damage.

IMPORTANT: If the driveshaft is damaged, order a new driveshaft (A09-10753-531) for installation in a later step.

4. Remove the yaw rate sensor from the crossmember. Set the sensor aside for installation in a later step.
5. Remove the fasteners that secure the forward rear suspension crossmember assembly (A15-20118-000).

NOTE: Six fasteners on each side are shared with the forward spring hanger on the rear suspension.

6. Remove the old crossmember (A15-20118-000).
7. Remove the upper crossmember reinforcement (15-20121-000).

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8. Install the one-inch bolt (23-11748-125) with the bolt head on the underside of the rail flange and the nut (23-13833-206) on top of the rail along with two washers (23-09114-002)—one under the nut and one under the bolt head—in the four flange holes previously used to mount the upper crossmember piece. Tighten the fasteners 26 lbf·ft (35 N·m). See [Fig. 1](#).

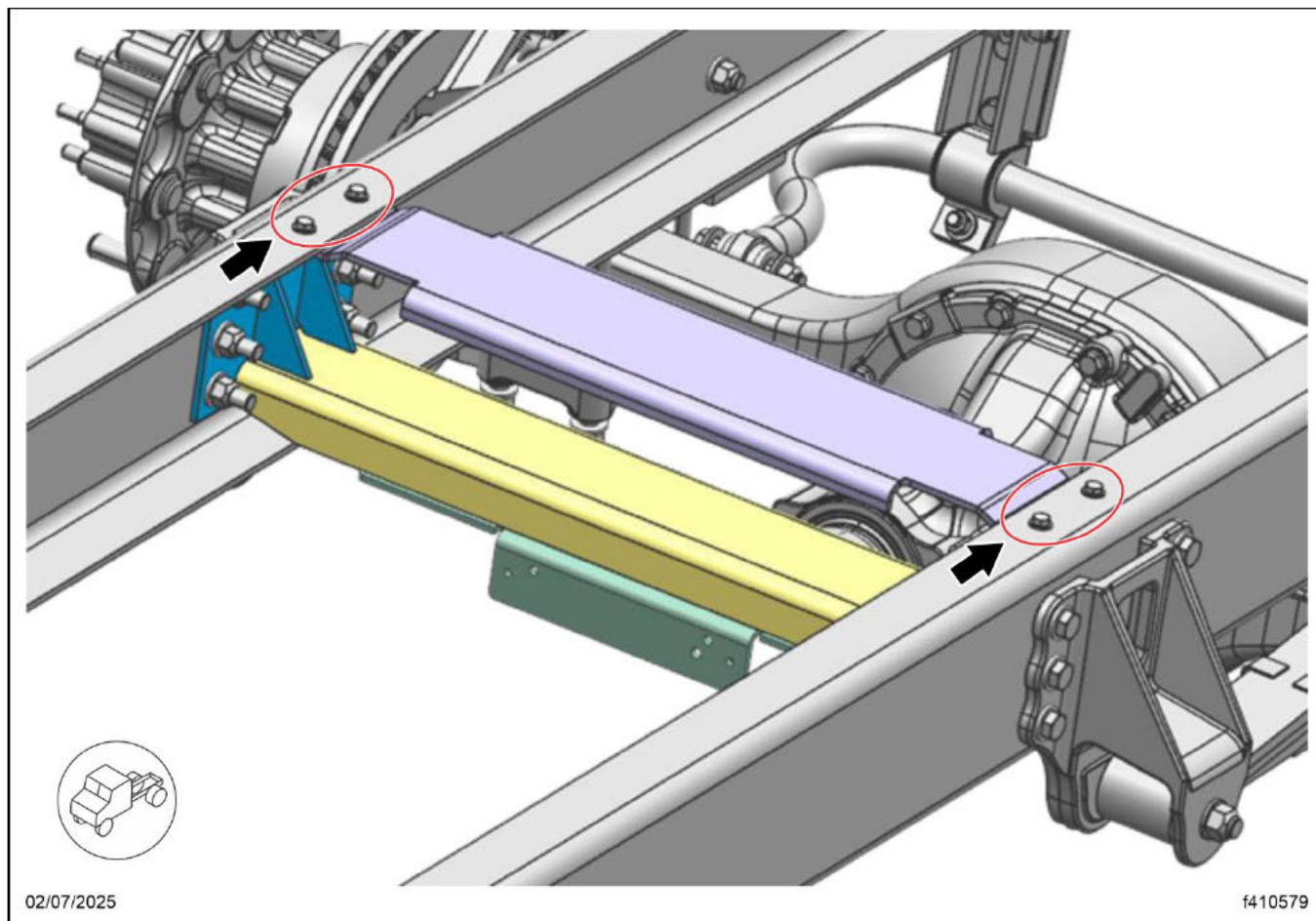


Fig. 1, Installing the One-Inch Bolts in the Flange Holes

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9. Install the new crossmembers (15-17882-001) in the rail, with the concave curves facing away from each other, as shown in [Fig. 2](#).
10. Install and finger-tighten the four 1/2-inch fasteners. The crossmembers share the fasteners with the spring hangers, like the originally installed crossmembers. See [Fig. 2](#).

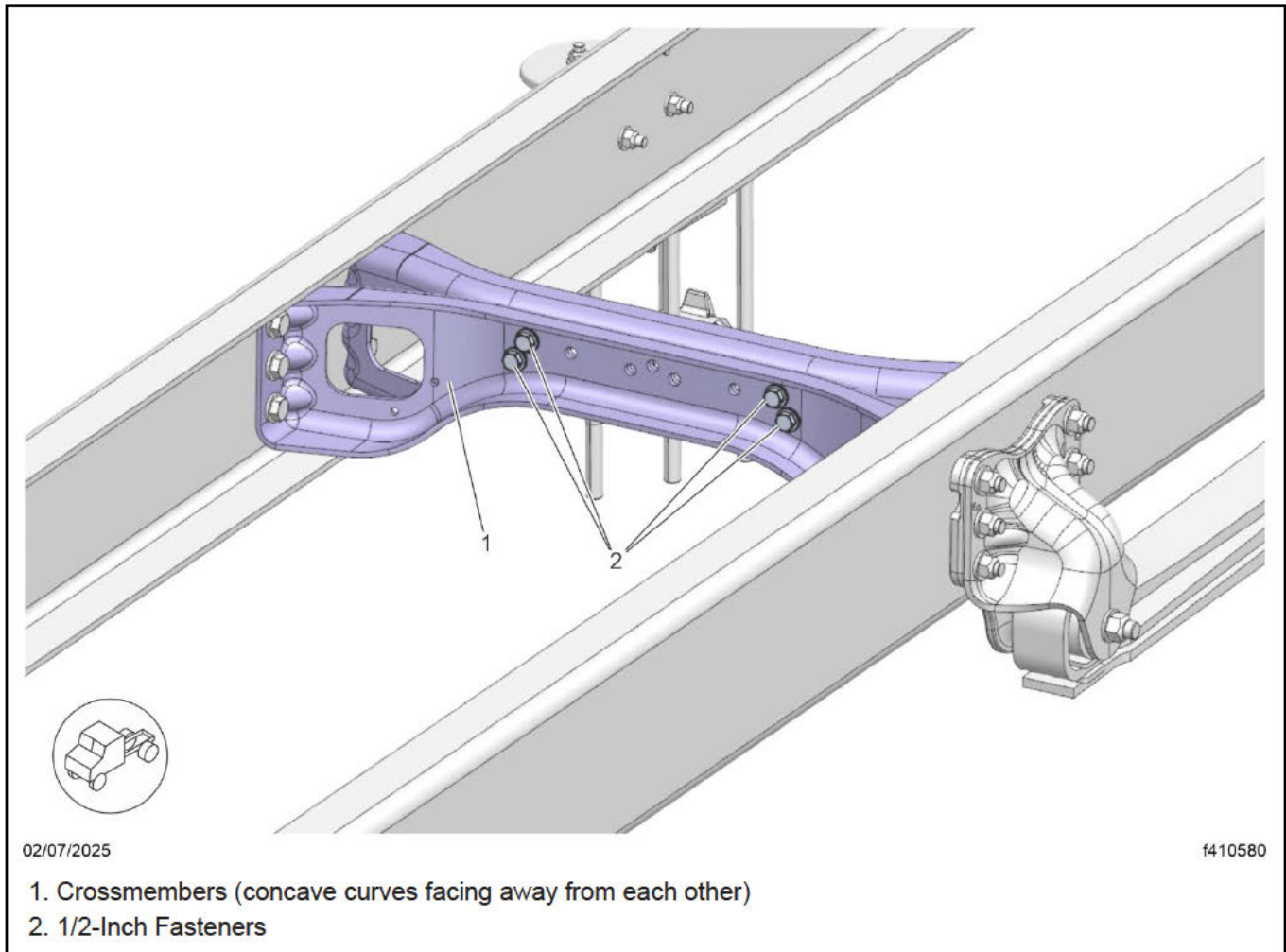


Fig. 2, Installing the Crossmembers

11. Install the spring hanger fasteners through the spring hanger, chassis rail, and crossmember with the bolt head on the outboard side of the chassis. Tighten the fasteners 118 lbf-ft (160 N·m).
12. Tighten the 1/2-inch crossmember fasteners 55 lbf-ft (75 N·m).

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13. Install the new yaw rate sensor bracket on the new crossmember, as shown in **Fig. 3**. Make sure the bracket is on the forward side of the crossmember facing the front of the vehicle. Tighten the 1/2-inch bracket mounting fasteners 63 lbf·ft (85 N·m).
14. Install the yaw rate sensor (removed in step 4) on the new sensor bracket, as shown in **Fig. 3**. Tighten the fasteners 11 lbf·ft (15 N·m).

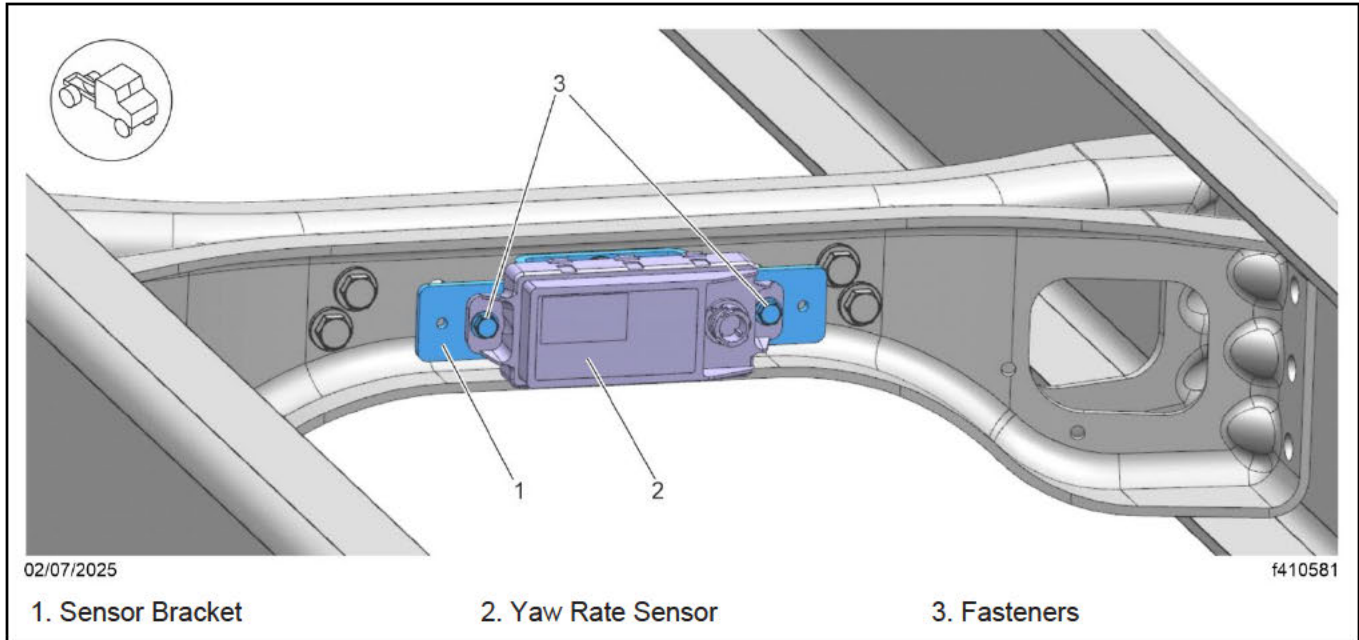


Fig. 3, Installing the Yaw Rate Sensor

15. Ensure the yaw rate sensor harness is properly routed (without any kinks or binding) and secured to the clipping hole in the bracket.
16. Install the new driveshaft section. For instructions, see **Group 41: 1.3 Installation of the Driveshaft** in the *Walk-In-Van Chassis Workshop Manual*.
17. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF713 (Form WAR261), indicating this work has been completed.