

SF712 A

Creation Date: March 2025

Subject: Air Compressor Discharge Line

Models Affected					
Make	Model	Model Year Start	Model Year End	Prod. Start Date	Prod. End Date
Freightliner	eM2	2024	2025	March 3, 2023	May 9, 2024

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA), is initiating Field Service Campaign SF712 to modify the affected vehicles.

- Freightliner Trucks Division

PROBLEM: The wire braid hose section of the air compressor discharge line may contact the equalizer.

SOLUTION: A Daimler Truck North America authorized service facility will inspect for interference, if found, replace discharge line with new design.

There are approximately 107 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 SF712 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 field service campaign.

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

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Table 1 – Replacement Parts for SF712A

Group	Part Description	Part Number	Qty
A	HOSE ASSEMBLY-WIREBRAID, #10, HITEMP	A12-23236-017	1 ea.
A	BRKT-DISCH, EAPU, EM2 G-2	A12-33270-000	1 ea.
A	TUBE-DISCH, EAPU, EM2, RHFF	A12-33847-000	1 ea.
A	NUT	N913023 008003	2 ea.
A	BRKT-4NF, FB RHS	A66-37463-000	1 ea.
A	CLAMP-HOSE, SCREW/WORMGEAR-SUPPORT, .813 I	23-09528-143	2 ea.
All Groups	Blank Completion Sticker	WAR261	1 ea.

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.
- For Export Dealers, destroy removed parts unless otherwise advised.

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.

Table 2 – Claim Reimbursement Table

Claim Type	Field Service Campaign
Campaign	SF712 A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF712-000

Table 3 – Labor Allowance for SF712

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	Inspect eM2 Discharge Line	0.1	996-F234A	12-Repair Recall/Campaign
	Retrofit eM2 Discharge Line	1.7	996-F234B	12-Repair Recall/Campaign

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Claims for Credit

- Claim type is Field Service Campaign
- In the Campaign field, enter the campaign number and appropriate condition code (SF712-A).
- In the Primary Failed Part field, enter 25-SF712-000.
- 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 time 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.
- U.S. and Canada – Reimbursement for Prior Repairs. When a customer asks about reimbursement, please do the following:
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the 'Copy of Owner Letter' section of this bulletin for reimbursement guidelines.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your OWL claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a 'based on claim' for the pre-approval.
 - The Dealer is required to reimburse the customer the appropriate amount.

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.

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: Air Compressor Discharge Line

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division is initiating Field Service Campaign SF712 to modify specific 2024-2025 Freightliner eM2 vehicles, manufactured March 3, 2023, through May 9, 2024. The wire braid hose section of the air compressor discharge line may contact the equalizer.

A Daimler Truck North America authorized service facility will inspect for interference, if found, replace discharge line with new design.

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 two 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

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Models Affected					
Make	Model	Model Year Start	Model Year End	Prod. Start Date	Prod. End Date
Freightliner	eM2	2024	2025	March 3, 2023	May 9, 2024

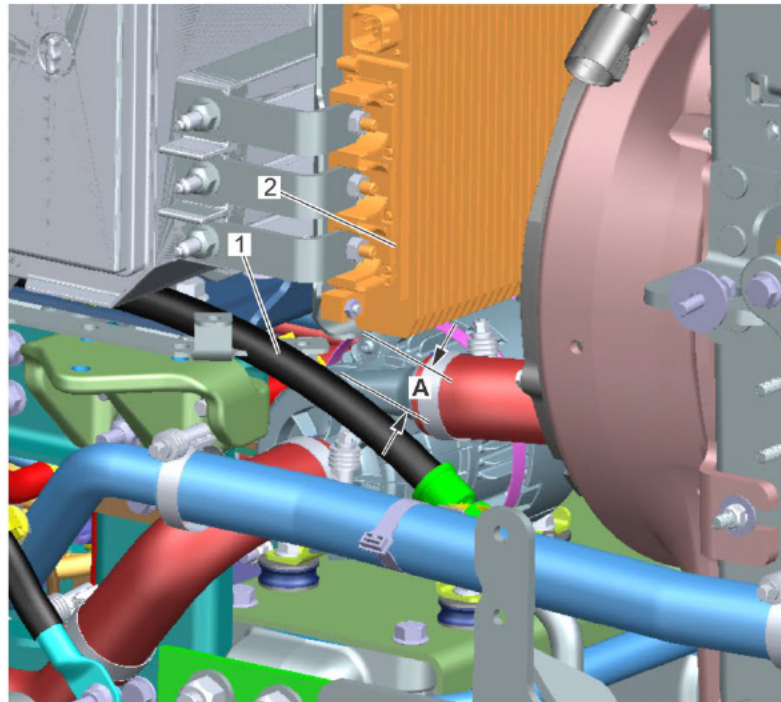
Inspection of the Discharge Line

1. Check the base label (Form WAR259) for a completion sticker for SF712 (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. Open the hood.

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4. Measure the gap between the discharge line and the equalizer, as shown in **Fig. 1**. The gap should be a minimum of 10 mm.
 - If contact is found between the discharge line and the equalizer, or if the gap is less than 10 mm, proceed with the **Replacement of the Discharge Line** procedure (on page 7).
 - If the gap exceeds 10 mm, close the hood. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF712 (Form WAR261), indicating this work has been completed.



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A. The gap between the equalizer and the discharge line should be more than 10 mm.

1. Discharge Line

2. Equalizer

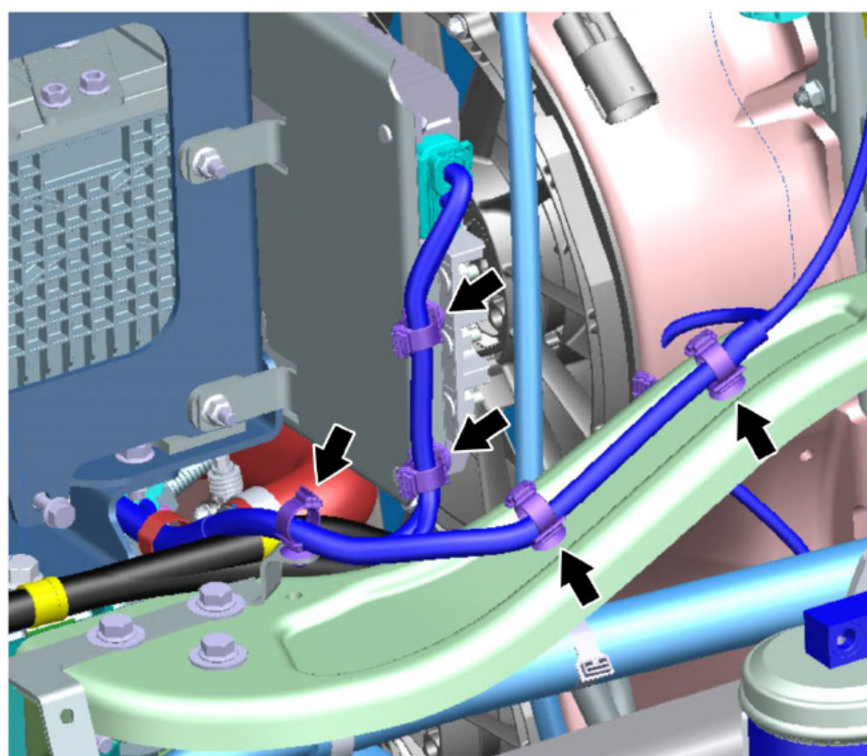
Fig. 1, Gap Between the Discharge Line and the Equalizer

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Replacement of the Discharge Line

1. Drain the vehicle air reservoirs.
2. Disconnect the low-voltage batteries. For instructions, see **Group 54: 5.4** of the *eM2 Workshop Manual*.
3. Remove the Electric Vehicle Distribution Module (EVDM) from the vehicle. For instructions, see **Group 54: 8.2** of the *eM2 Workshop Manual*.
4. Disconnect the wiring harness that runs over the discharge line and move it out of the way. See **Fig. 2**.



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Fig. 2, Moving the Wiring Harness Aside

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5. Remove the fasteners from the two P-clamps that support the discharge line. See [Fig. 3](#).
6. Disconnect the air lines from the Electronic Air Processing Unit (EAPU) to get access to the discharge line nut.
7. Remove the discharge flex line and the lower hardline. See [Fig. 3](#).

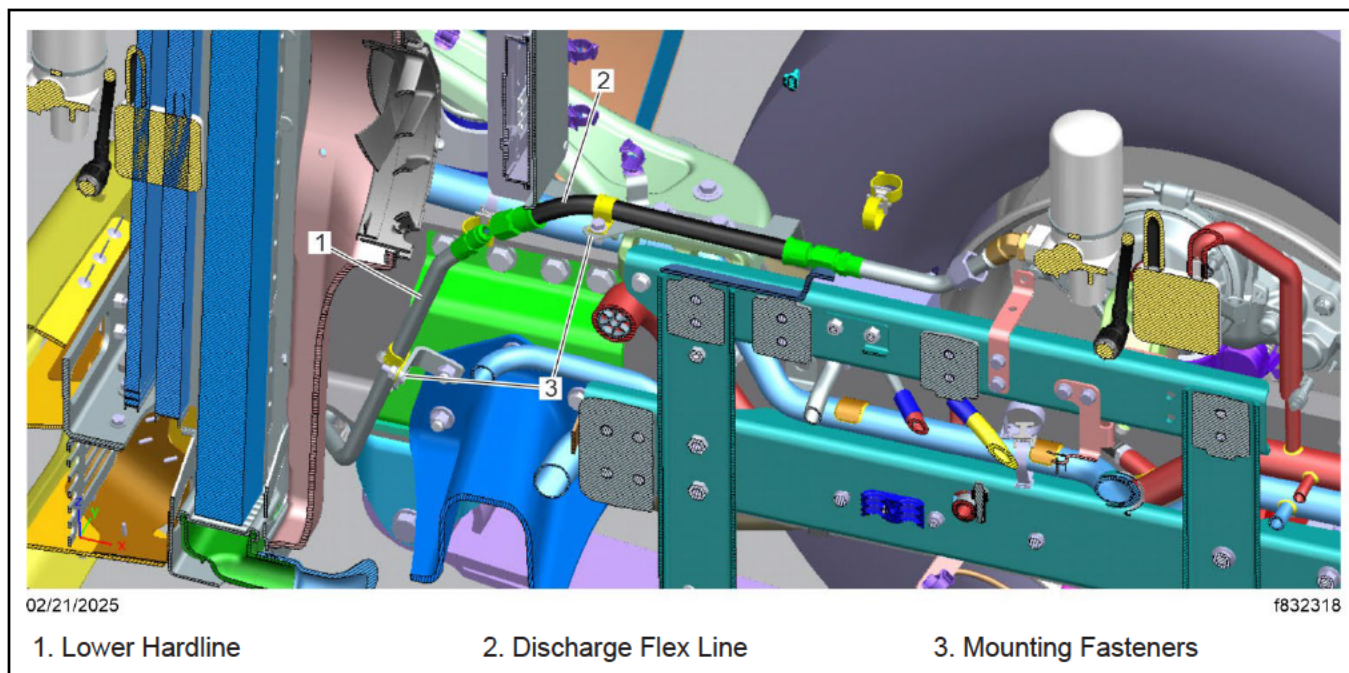


Fig. 3, Removing the Old Discharge Line Routing

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8. Remove the mounting bolts from the discharge line clipping bracket. See [Fig. 4](#).
9. Remove the old clipping bracket. See [Fig. 4](#).

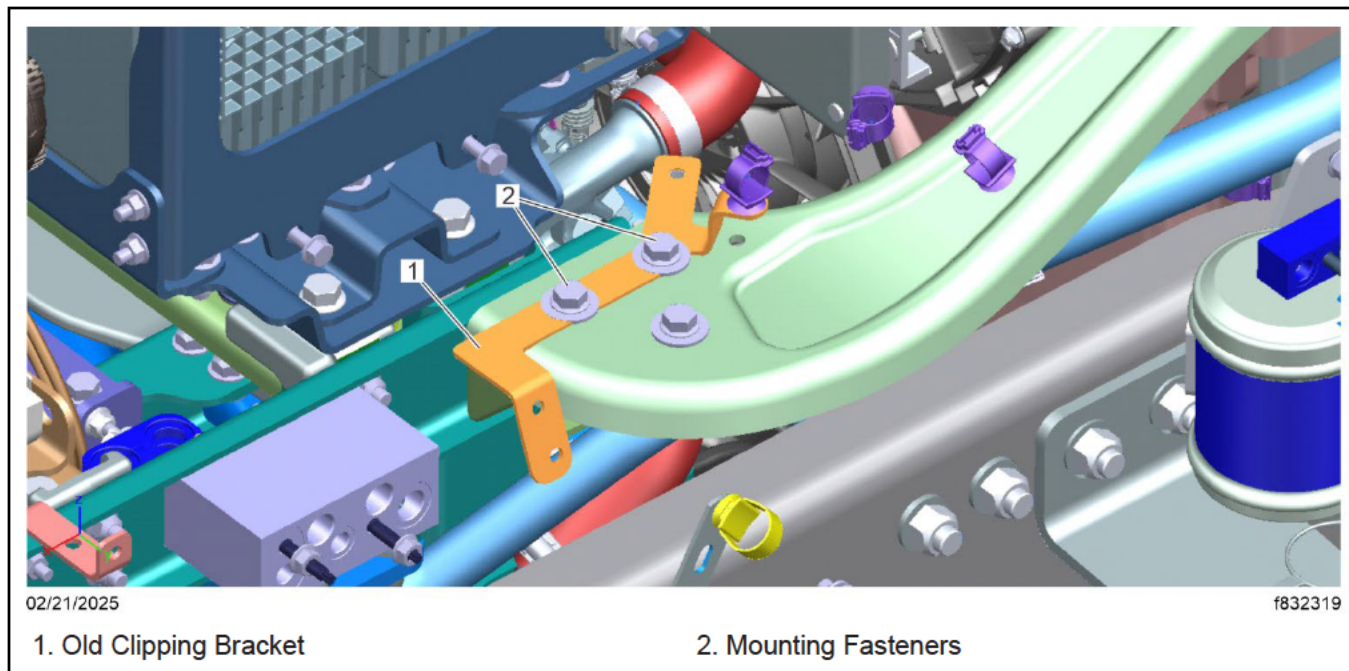


Fig. 4, Removing the Old Clipping Bracket

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10. Install the new clipping bracket. See [Fig. 5](#).
11. Install the clipping bracket mounting fasteners and tighten 35 lbf·ft (48 N·m). See [Fig. 5](#).

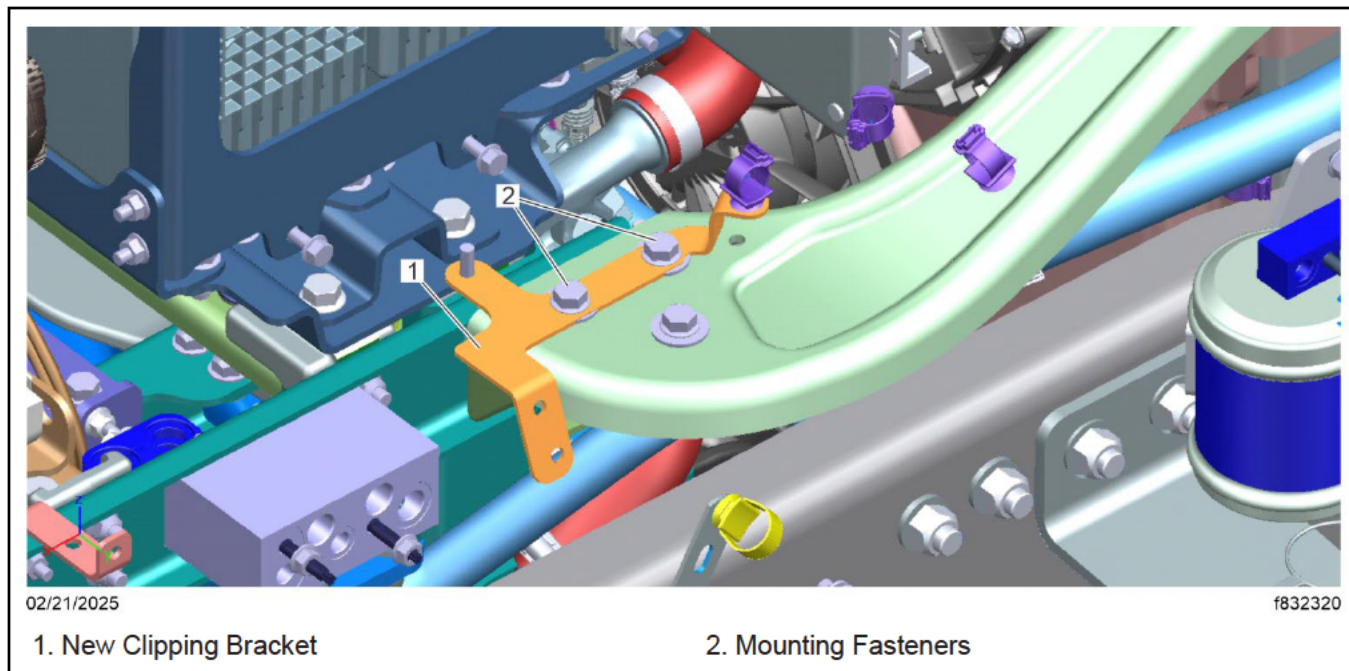


Fig. 5, Installing the New Clipping Bracket

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12. Install the new discharge flex line and the lower hardline. See **Fig. 6**.

13. Install the P-clamp fasteners, shown in **Fig. 6**.

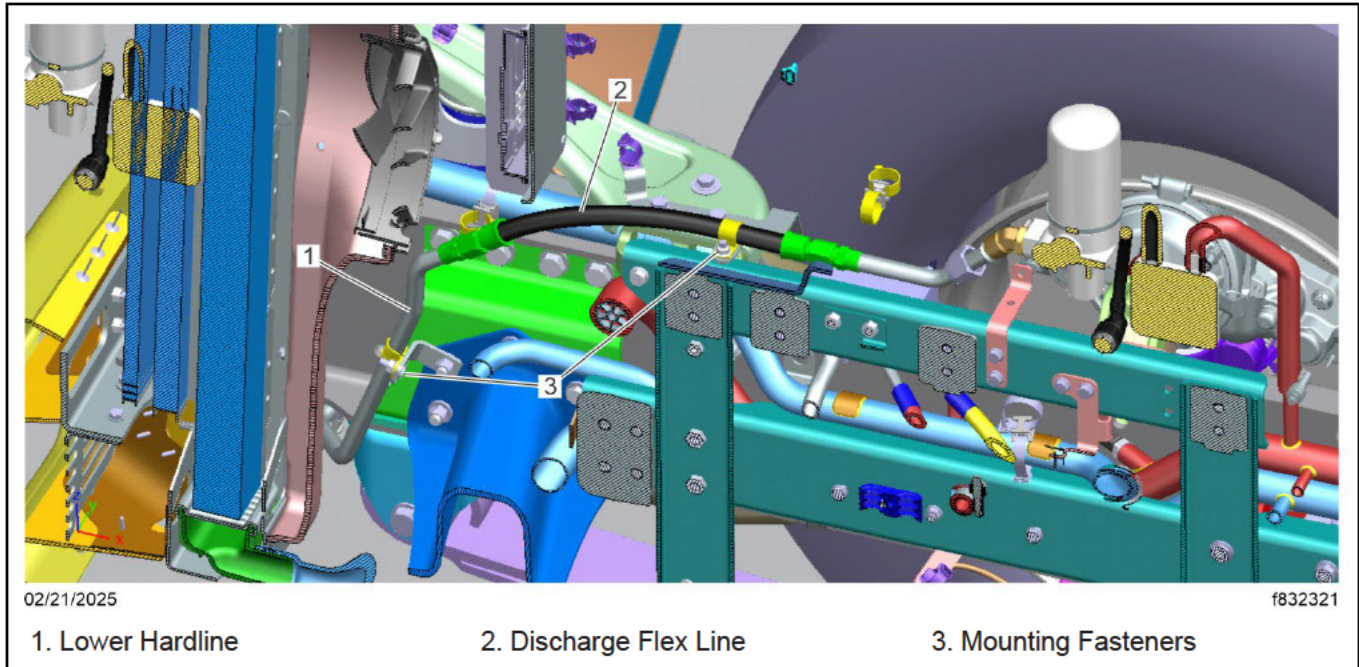


Fig. 6, Installing the New Discharge Line Routing

14. Tighten the discharge line connections—22 lbf·ft (30 N·m) for hardline flange nuts and 39 lbf·ft (53 N·m) for the flex line connections.
15. Connect the air lines to the EAPU.
16. Connect and clip the wiring harness that runs over the discharge line.
17. Install the EVDM on the vehicle. For instructions, see **Group 54: 8.3** of the *eM2 Workshop Manual*.
18. Connect the low-voltage batteries. For instructions, see **Group 54: 5.5** of the *eM2 Workshop Manual*.
19. Close the hood.
20. Start the vehicle and let the air pressure build. Check for any leaks.
21. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF712 (Form WAR261), indicating this work has been completed.