

SF714

Creation Date: 05/16/2025

Subject: eCascadia eAxle Spring Seat

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	eCascadia	2023	2025	February 23, 2022	November 27, 2024
Identifying Feature	Incorrectly installed eCascadia eAxle Spring Seat.				

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA), is initiating Field Service Campaign SF714 to modify the affected vehicles.

- Freightliner Trucks Division

PROBLEM: On the affected vehicles, the rear eAxle spring seats may be installed backwards. This can alter the routing of the High-Voltage (HV) cable (from the inverter to the eMotor), potentially causing the cable to chafe against chassis components and damage the eAxle wiring.

SOLUTION: The rear axle spring of the affected vehicles will be inspected and reoriented as needed. The high-voltage cables will also be inspected for damage and replaced if necessary.

There are approximately 498 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 SF714, 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 field service campaign.

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IMPORTANT - After Repair is Complete:

Write the campaign number on a red completion sticker (WAR261) and attach sticker 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.

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 SF714 - A

Group	Required	Part/Kit Description	Part Number	Qty
A	Determined After Inspection	U BOLT-SUSP,7/8-14,154	11-23853-002	2 per Axle Seat
	Determined After Inspection	WASHER-FLAT, STEEL, HARDENED,7/8 IN	23-09114-005	2 per U-Bolt
	Determined After Inspection	NUT-7/8 14, HI, HEX G8	23-00461-007	2 per U-Bolt
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 Field Service 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	SF714 A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF714-000

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Table 3 – Labor Allowance for SF714 - A

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	AXLE SEATS, INSPECT	0.2	996-F235A	06-Inspect
	AXLE SEATS, ONE AXLE, INSTALL	3.1	996-F235B	12-Repair Recall/Campaign
	AXLE SEATS & HV CABLES, REAR AXLE, INSTALL	7.7	996-F235C	12-Repair Recall/Campaign
	AXLE SEATS & HV CABLES, FRONT AXLE, INSTALL	5.4	996-F235D	12-Repair Recall/Campaign
	AXLE SEATS, TWO AXLES, INSTALL	3.5	996-F235E	12-Repair Recall/Campaign
	AXLE SEATS, TWO AXLES, REAR AXLE HV CABLES, INSTALL	8.1	996-F235F	12-Repair Recall/Campaign
	AXLE SEATS, TWO AXLES, FRONT AXLE HV CABLES, INSTALL	5.8	996-F235G	12-Repair Recall/Campaign
	AXLE SEATS & HV CABLES, TWO AXLES, INSTALL (SF714)	10.4	996-F235H	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 group (SF714-A).
- In the Primary Failed Part field, enter 25-SF714-000.
- 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 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 Field Service 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 Field Service 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, if you have any questions, contact the Warranty Campaigns Department by submitting an inquiry through WSC (Warranty Support Center) located in OWL (Online Warranty Link). Export distributors, submit a WSC ticket 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: eCascadia eAxle Spring Seat

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF714 to modify specific 2023-2025 Freightliner eCascadia vehicles, manufactured February 23, 2022, through November 27, 2024.

On the affected vehicles, the rear eAxle spring seats may be installed backwards. This can alter the routing of the high-voltage (HV) cable (from the inverter to the eMotor), potentially causing the cable to chafe against chassis components and damage the eAxle wiring.

The rear axle spring of the affected vehicles will be inspected and reoriented as needed. The high-voltage cables will also be inspected for damage and replaced if necessary.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available. The campaign will take between one to ten 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 May 31st, 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, therefore, will 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, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address: dtna-war-campaigns@daimlertruck.com, or contact the Customer Assistance Center at (800) 385-4357.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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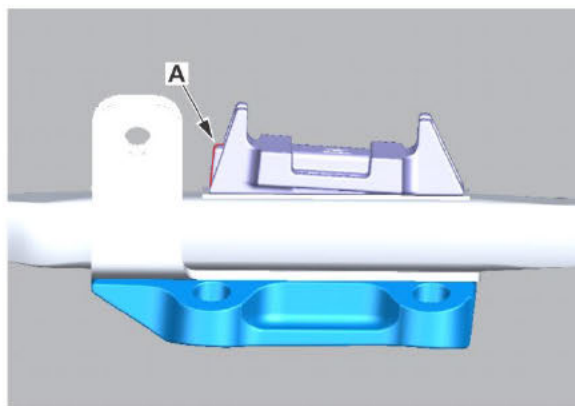
Work Instructions

Subject: eCascadia eAxle Spring Seat

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	eCascadia	2023	2025	February 23, 2022	November 27, 2024
Identifying Feature	Incorrectly installed eCascadia eAxle Spring Seat.				

Inspection and Repositioning of the Axle Seats

1. Check the base label (Form WAR259) for a completion sticker for SF714 (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. Inspect the left- and right-hand side axle seats on both forward and rear drive axles.
 - 3.1. From the back of the axle housing, between the U-bolts, inspect the axle seat for the boss, which confirms the seat is installed correctly. See [Fig. 1](#).
 - If any of the axle seats are installed incorrectly → Continue with step 4.
 - If all the axle seats are installed correctly → Go to step 18.



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A. The boss protruding from the axle spring seat.

Fig. 1, Axle Seat Inspection

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4. If new U-bolts are required, paint them following the DTNA-approved chassis part coating practices.
5. Chock the front tires, if not chocked already.



WARNING

Do not use bottle jacks to raise the vehicle. Always use floor jacks. Bottle jacks can slip, allowing the vehicle to fall, which could result in damage to the axle, serious injury or death.

6. Lift the axle(s) for tool access to the U-bolt fasteners and support them with safety stands.
7. Position frame stands so that about 1 to 2 inches (25 to 50 mm) of gap remains between the axle stops and frame brackets.
8. Remove the air-leveling valve link(s) and deflate the rear suspension air springs.

NOTICE

Remove only one pair of U-bolts at a time, or the axle could move out of position.

9. Remove one pair of U-bolts on the first axle.
10. Remove the axle seat and install it with the feature facing the shock mount.

IMPORTANT: Use the TorcUP® tool to tighten the U-bolts.

11. Install the U-bolts and tighten them progressively in a diagonal pattern.
 - 11.1. Tighten the nuts so the U-bolts are evenly loaded on each leg.
 - 11.2. Use a diagonal pattern and tighten 60 lbf·ft (81 N·m).
 - 11.3. Using the same pattern, tighten 200 lbf·ft (271 N·m).
 - 11.4. Finally, tighten the bolts 460 lbf·ft (624 N·m).
12. As required, repeat steps 9 through 11 for the other axle seats that need to be repositioned.

NOTE: In some cases, installing the axle seat backwards causes the brake chambers to contact the frame when the suspension is fully deflated.

NOTICE

Contact with the frame can dent the air chamber, bend the mounting bolts on the brake caliper, or bend/break the chamber mounting feature. If there is additional damage to brake parts, other than the brake cans, submit a Warranty Support Center (WSC) ticket to get instructions on adjusting the claim to include these parts.

13. Check for evidence of contact between the brake chambers and the frame, as shown in [Fig. 2](#).

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Is there evidence of contact with the frame?

YES → Replace the brake chambers and any other damaged parts. For instructions, see **Group 42** of the *eCascadia Workshop Manual*. Then go to step 14.

NO → Continue with the next step.



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Fig. 2, Frame Contact with the Brake Chamber

14. Slide the fifth wheel to the forward-most position to expose the high-voltage cable routing from the chassis to the rear drive axle.
15. For all axles with spring seats installed backwards, inspect the high-voltage cables for evidence of rubbing abrasion between the axle and frame-side support bracket, as shown in [Fig. 3](#).

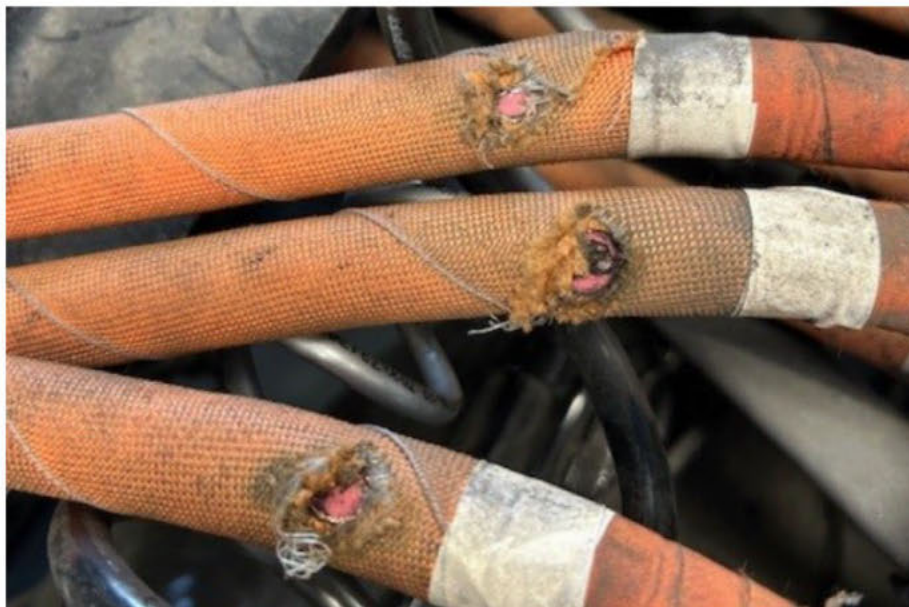
Do the high-voltage cables have evidence of abrasion to the outer cover?

YES → Replace the damaged high-voltage cables. For instructions, see **Group 8** of the *eCascadia Workshop Manual*. Then go to step 16.

NO → Continue with the next step.

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Fig. 3, Abrasion on the High-Voltage Cable Outer Cover

16. Inflate the rear suspension and remove the safety stands.
17. Perform a wheel alignment.
18. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF714 (Form WAR261), indicating this work has been completed.