

SF707 A

Creation Date: May 2025

**Subject: XMC Installation Boom-Out-of-Stow Indicator**

Make	Model	Model Yr.	Prod. Start Date	Prod. End Date
Freightliner	BUSINESS CLASS M2	2024	April 4th, 2023	October 31st, 2023

**General Information**

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA), is initiating Field Service Campaign SF707 to modify the affected vehicles.

- Freightliner Trucks Division

**PROBLEM:** Certain units that were specified to include a Boom Out-of-Stow Indicator were built without the necessary XMC module required to enable this function.

**SOLUTION:** The XMC will be installed, and the parameters will be updated to allow a custom CHEC feature to activate the Boom Out-of-Stow function.

There are approximately 27 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 SF707, 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.

**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.

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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 SF707 - A**

Group	Part Description	Part Number	Qty
SF707 A	HARN-BAT,OL,FLR,AUX BCA,DAY	A66-24994-007	1 ea
	CONFIG, XMC, 12V, R2201	A66-18472-008	1 ea
	CBL-AUX BCA,INTERIOR,DAY/CREW	A66-25267-000	1 ea
	MOUNT-TIE,CABLE,DUAL,SWIVEL	23-12886-001	1 ea
	CLAMP-CABLE TIE,15",0-4 BUNDLE	23-09796-629	2 ea
	WASHER-FLAT,SST,5/16"	23-14592-008	1 ea
	WASHER-FLAT,SST,5/16"	23-10900-031	3 ea
	MDL,AUX BCA,1XMC	A66-14402-023	1 ea
	NUT-HEX FLG,M8X1.25,PRVL TRQ	N913023 008003	3 ea
	HARN-BDYMUX_EXP,OL,DASH,C1	A66-14263-000	1 ea
	HARN-BDYMUX_EXP,OL,FLR,XMC3	A66-22892-000	1 ea
	HARN-BDYMUX_EXP,OL,FLR,C1,BTS	A66-14261-007	1 ea
	KIT-PROG INTFC CONN 1,CAP	A66-11545-000	1 ea
	PLASTIC NUT	DUF 2411 001 2405	1 ea
	FSTNR-WSHR,SIL,HDP,HD,SZ24	23-13303-501	1 ea
	LABEL-PROG INTF CONNECTOR,	24-02106-000	1 ea
	ASSY-BRKT,STANDOFF,XMC,BW,42N	A66-22474-000	2 ea
	ASSY-BRKT,MTG,XMC,BCA2,BW,M2	A66-23221-000	1 ea
	SCRW-MCH,PH,TX,M6 X 20,8.8	23-12919-720	4 ea
	COVER-XMC,BCA,BACKWALL,42N	18-73765-000	1 ea
	NUT-HEX FLG,M6X1.0,PRVL TRQ	N913023 006002	4 ea
	COLLAR-LOCKBOLT,3/16	23-11037-600	4 ea
	LOCKBOLT-TRUSS HD,3/16,ST	23-12209-002	4 ea
	PLUG-MSF,SW CAVITY,M2/P4+	06-90739-001	1 ea
	BRKT-CLIPPING,UCAB,BACKWALL	06-69443-000	1 ea
	LOCKBOLT-BRAZIER HD,WIDE GRIP	23-11036-810	3 ea
	CABLE TIE-FIR TREE MOUNT,TYC	23-14137-001	2 ea
	CBL-BAT,CHAS F,CAB AUX PWR	A66-04226-024	1 ea
	TIE-CABLE,DUAL,.375 TO 2.25	TYC DCT110HIR	1 ea
	STRAP-TIE,DUAL,STAND OFF	23-13322-008	1 ea
	NUT-HEX,SST,M8,FREE SPIN	23-12612-008	1 ea
	NUT-HEX,SST,3/8-16 UNC	23-11677-002	1 ea
	FUSE HOLDER,MEGAFUSE,250A,5/16	23-13877-250	1 ea
	Blank Completion Sticker	WAR261	1 ea

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**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**

<b>Claim Type</b>	Field Service Campaign
<b>Campaign</b>	SF707
<b>VMRS Component Code</b>	F99-999-005
<b>Cause Code</b>	A1 – Campaign
<b>Primary Failed Part</b>	25-SF707-000

**Table 3 – Labor Allowance for SF707-A**

<b>Groups</b>	<b>Procedure</b>	<b>Time Allowed (hours)</b>	<b>SRT Codes</b>	<b>Corrective Action</b>
A	XMC Installation and Parameter Update	Actual labor	<b>Generic Time</b>	12-Repair Recall/Campaign

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## Claims for Credit

- Claim type is Field Service Campaign.
- **Request Type PRE-APPROVAL**
- In the Campaign field, enter the campaign number and group (SF707-A).
- In the Primary Failed Part field, enter 25-SF707-000.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor section, use **Generic Time** to represent the technician's actual labor associated with this component of the repair.
- 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: XMC Installation Boom Out of Stow Indicator**

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF707 to modify specific model year 2024 Freightliner Business Class M2 vehicles, manufactured between April 4, 2023, through October 31, 2023.

Some units specified to include a Boom Out-of-Stow Indicator were built without the required XMC to activate this function

The XMC will be installed, and the parameters will be updated to allow a custom CHEC feature to activate the Boom Out-of-Stow function.

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 several hours and will be performed free of charge. To locate an authorized dealer, search online at [Daimler-TruckNorthAmerica.com/Contact-us](https://Daimler-TruckNorthAmerica.com/Contact-us). Scroll down to "Locate a Dealer" and select the appropriate brand.

This Field Service Campaign will **terminate on May 31<sup>st</sup>, 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](mailto: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: XMC Installation Boom Out of Stow Indicator**

<b>Make</b>	<b>Model</b>	<b>Model Yr. Start</b>	<b>Prod. Start Date</b>	<b>Prod. End Date</b>
Freightliner	BUSINESS CLASS M2	2024	April 4th, 2023	October 31st, 2023

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## Removal of the Left-Hand Trim Panels

1. Check the base label (Form WAR259) for a completion sticker for SF707 (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, shut down the engine, and set the parking brake. Chock the tires.
3. Disconnect the batteries at the negative terminal.
4. Remove the three tapping screws, then remove the left-hand side upper A-pillar trim. See [Fig. 1](#).

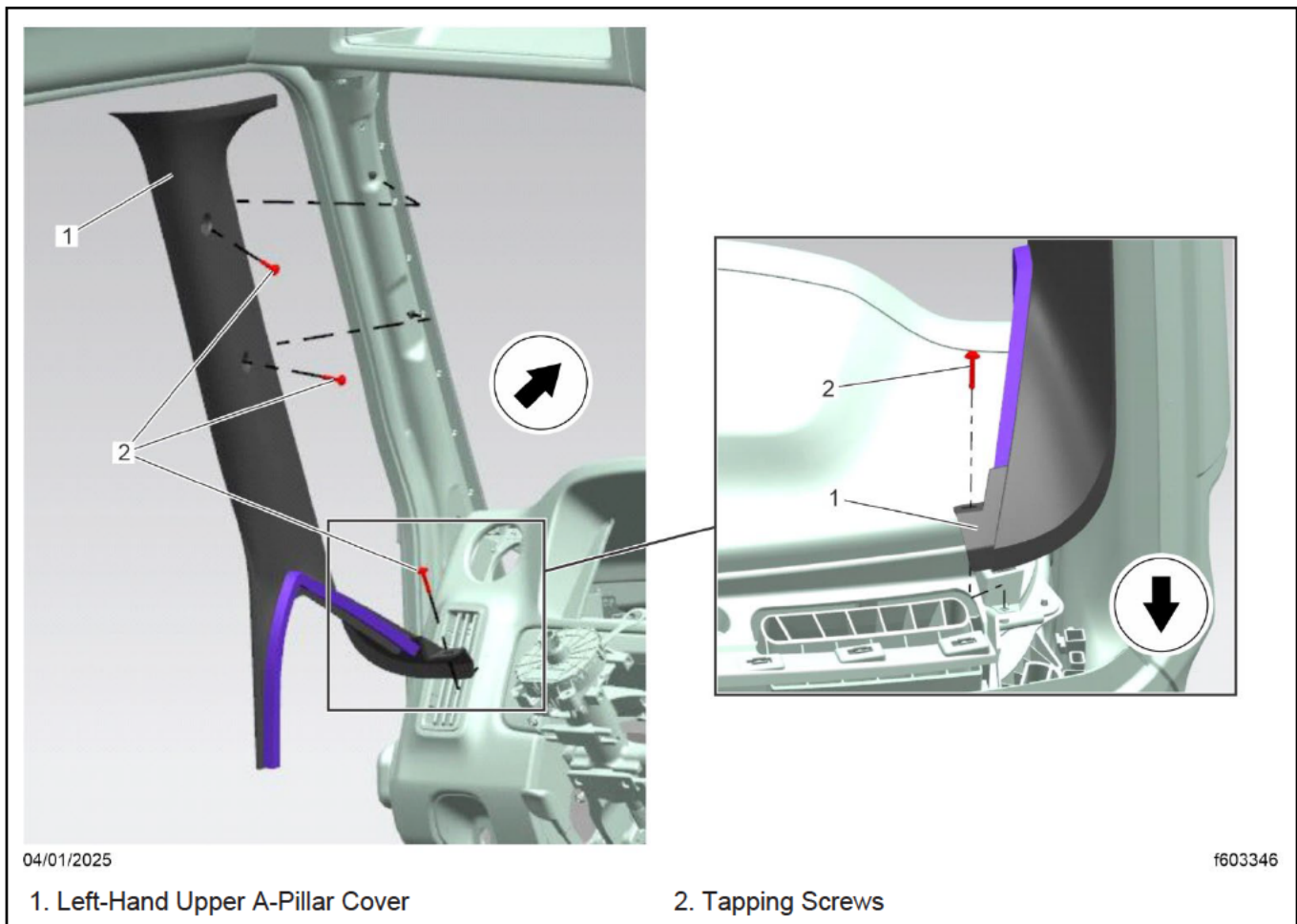


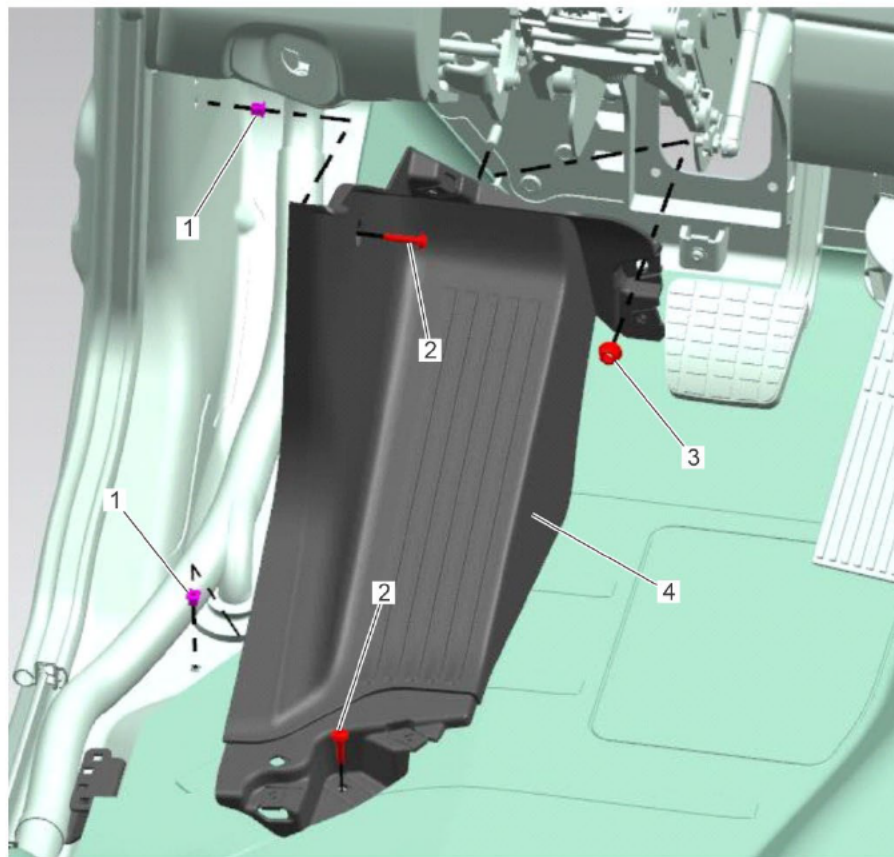
Fig. 1, Removal of the Left-Hand Upper A-Pillar Cover

5. Remove the dash panels. For instructions, see **Group 60: 7** of the *Business Class M2 Plus Workshop Manual*. For detailed instructions, see drawing **D22-78272-000**.

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6. Remove the left-hand side lower A-pillar trim. See [Fig. 2](#).
  - 6.1. Remove the two tapping screws from the A-pillar cover.
  - 6.2. Remove the M8 flange nut that attaches the lower A-pillar trim to the mounting stud.
  - 6.3. Pry the nylon inserts out of the square holes in the cab structure.



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1. Nylon Inserts  
2. Tapping Screws

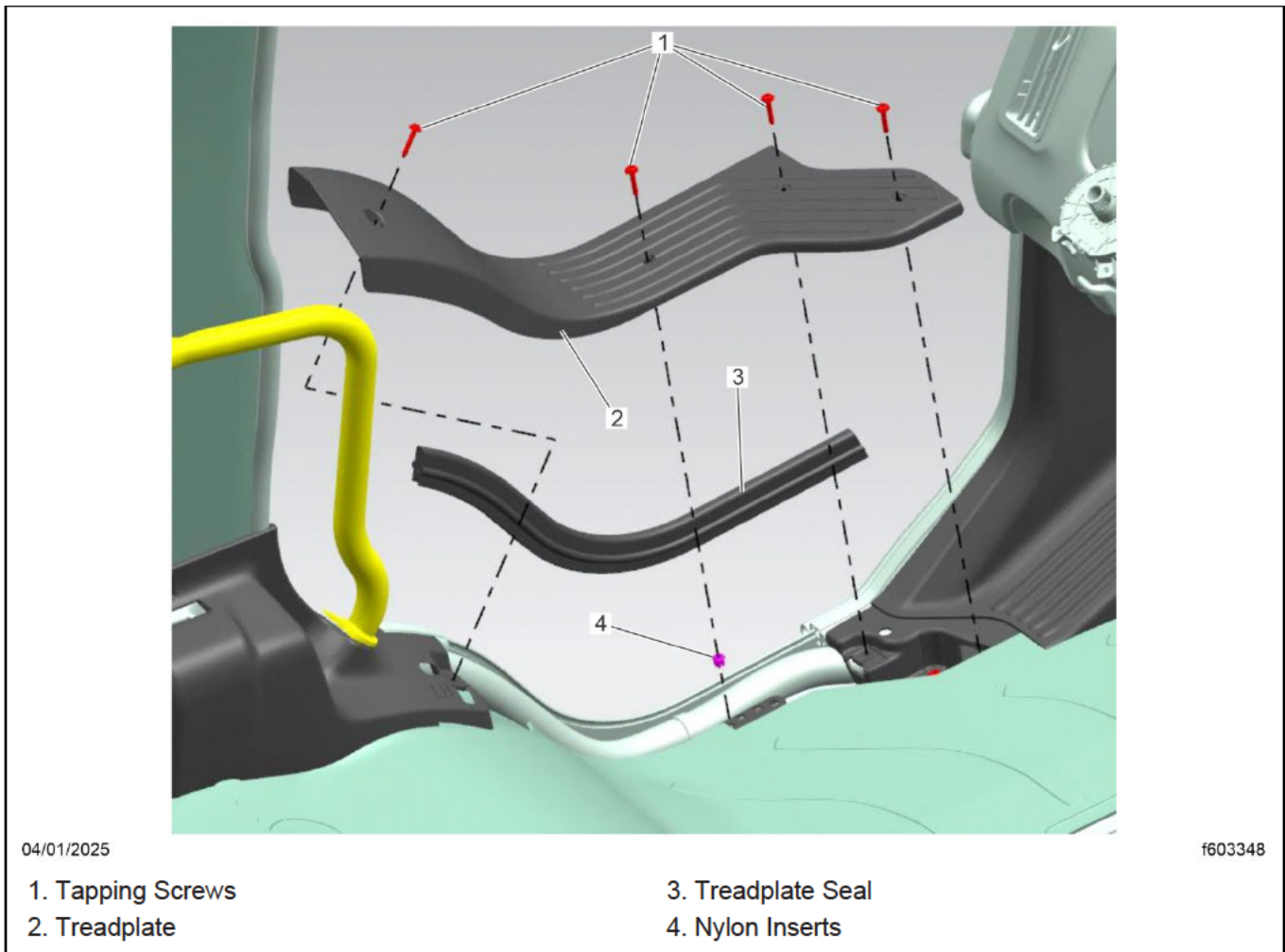
3. M8 Flange Nuts  
4. Left-Hand Lower A-Pillar Cover

Fig. 2, Removal of the Left-Hand Lower A-Pillar Cover

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7. Remove the left-hand treadplates. See [Fig. 3](#).
  - 7.1. Remove the four tapping screws from the treadplate.
  - 7.2. Pry the nylon insert out of the square hole in the treadplate bracket.
  - 7.3. Remove the treadplate seal from the door opening flange.

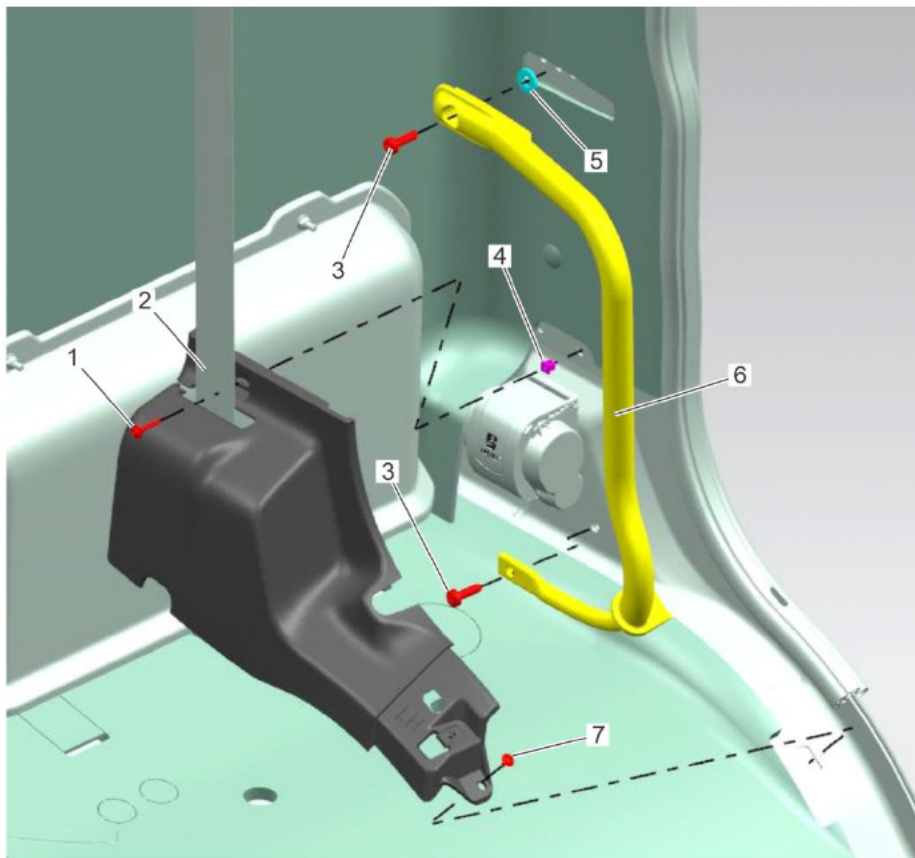


**Fig. 3, Removal of the Left-Hand Treadplates**

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8. Remove the lower B-pillar trim. See **Fig. 4**.
  - 8.1. Move the seat belt webbing aside, then remove the tapping screw from the B-pillar cover.
  - 8.2. Remove the self-drilling screw from the forward mounting hole.
  - 8.3. Remove the seat belt webbing through the slit in the rear edge of the B-pillar cover.
  - 8.4. Remove the M8 mounting screw along with the washer from the upper mounting of the grab handle.
  - 8.5. Remove the M8 mounting screw from the lower mounting and take out the grab handle.
  - 8.6. Pry the nylon insert out of the square hole in the cab structure.



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- |                               |                 |                |
|-------------------------------|-----------------|----------------|
| 1. Tapping Screw              | 4. Nylon Insert | 6. Grab Handle |
| 2. Seat Belt Webbing          | 5. Washer       | 7. Grab Handle |
| 3. Grab Handle Mounting Screw | 7. Grab Handle  |                |

**Fig. 4, Removal of the Lower B-Pillar Trim**

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## Removal of the Backwall Panel

1. Remove the headliner. For instructions, see **Group 60: 5.1** of the *Business Class M2 Plus Workshop Manual*.
2. Remove the back wall panel. For instructions, see **Group 60: 5.3** of the *Business Class M2 Plus Workshop Manual*.

## Preparing the Cab Backwall for Installation of the eXtension Module Controller (XMC3) and Auxiliary Battery Cable Access (BCA)

NOTE: For detailed instructions, see **TEM-11-00016: Adding XMCs to M2 Plus & SD Plus Vehicles**.

1. Remove the floor covering to access the cab floor.
2. Measure the cab floor for the cut-out as illustrated in **Fig. 5**, **Fig. 6**, and **Fig. 7**. The 30-mm hole saw is shown in **Fig. 8**.
3. Cut out the marked location for the BCA power cable.

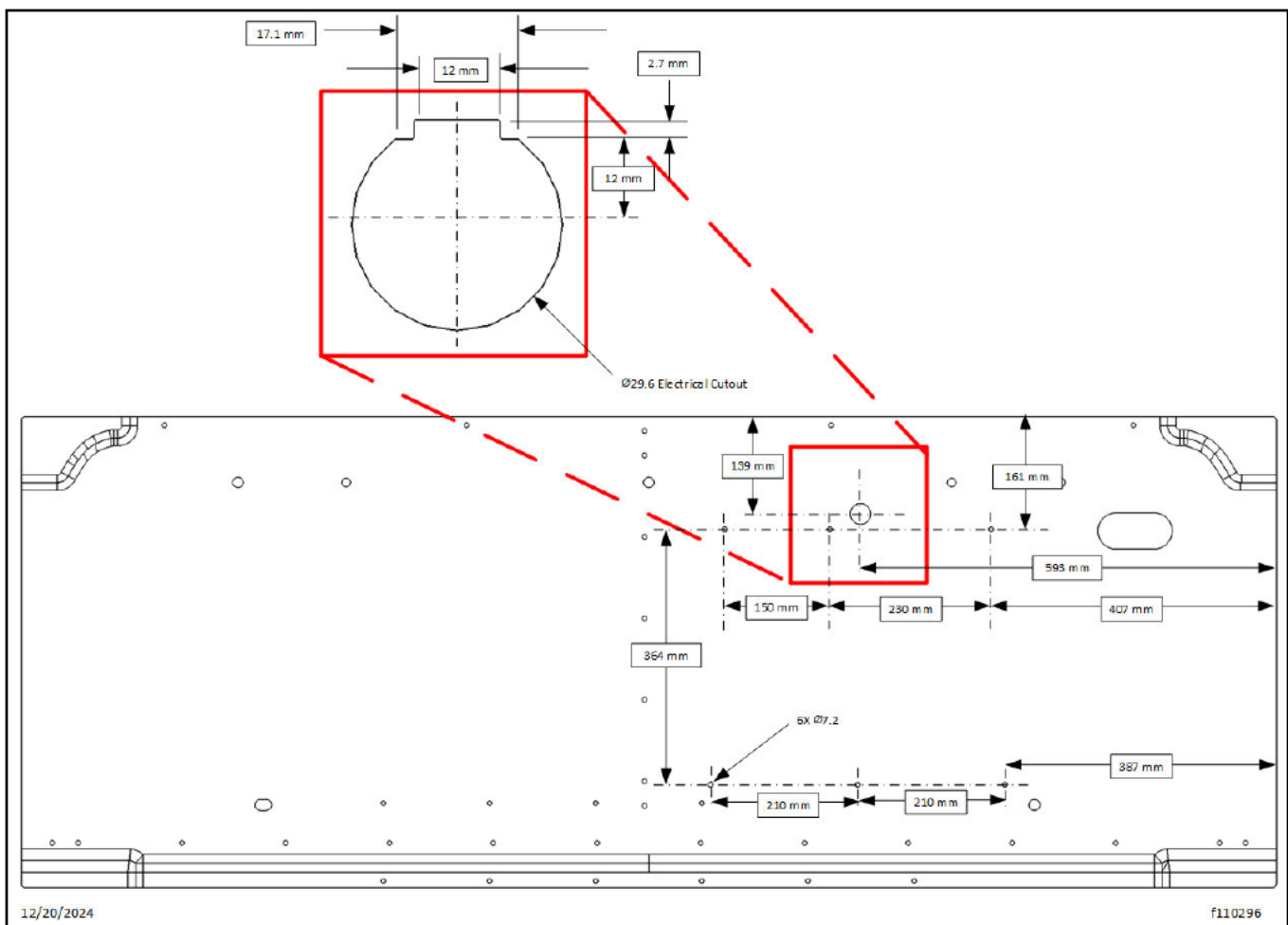


Fig. 5, Extended Cab Floor Drilling and Electrical Cutout

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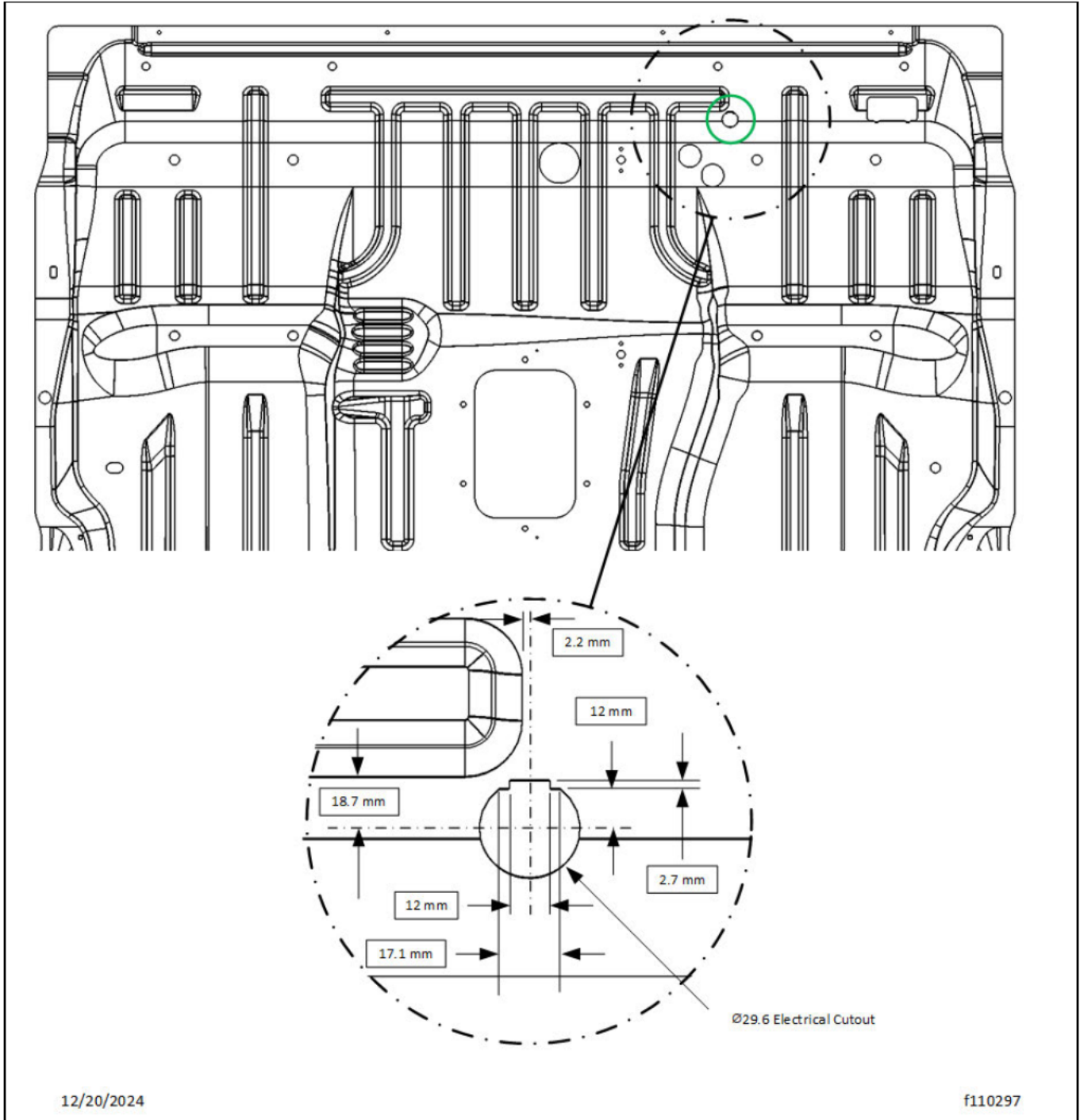


Fig. 6, Day Cab and Crew Cab Electrical Cutout

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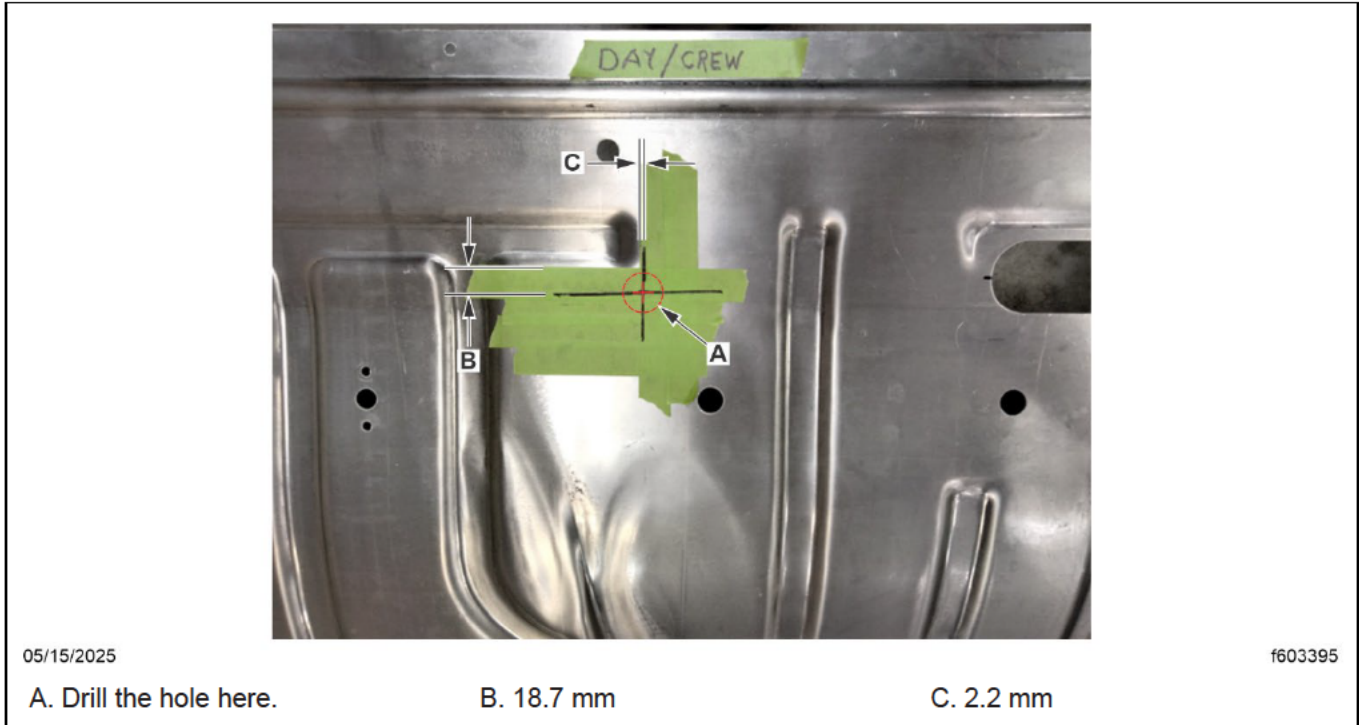


Fig. 7, Drilling Location in the Day/Crew Cab Floor



Fig. 8, 30-mm Hole Saw

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### Preparing the Backwall for Installation of the XMC3 and BCA Support Bracket

1. Drill holes in the backwall structure, as illustrated in Fig. 9.

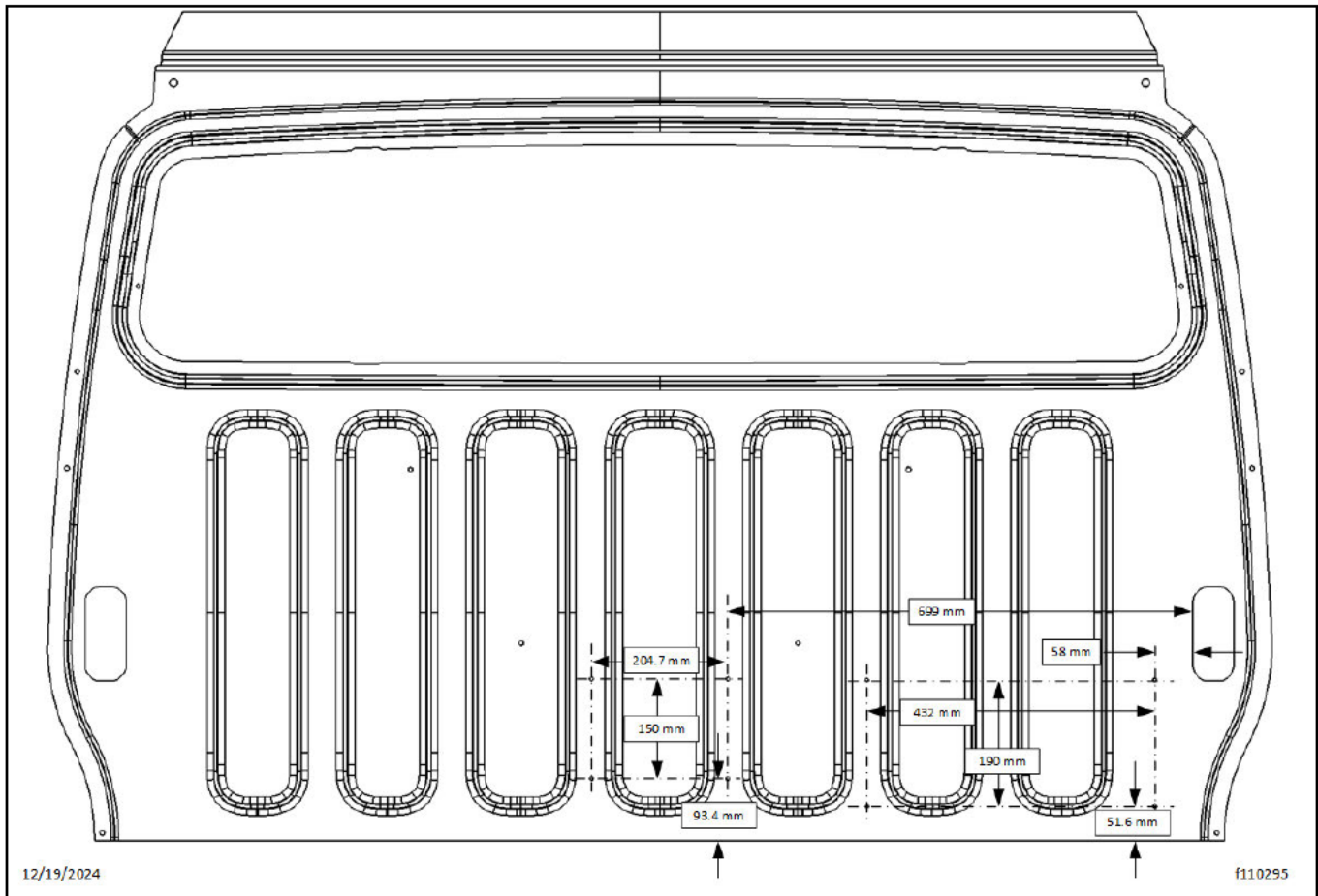


Fig. 9, Backwall Structure Drilling

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2. Install the eVault and Customer Interface Connectors (CICs) mounting brackets behind the upholstery. See [Fig. 10](#) and [Fig. 11](#).

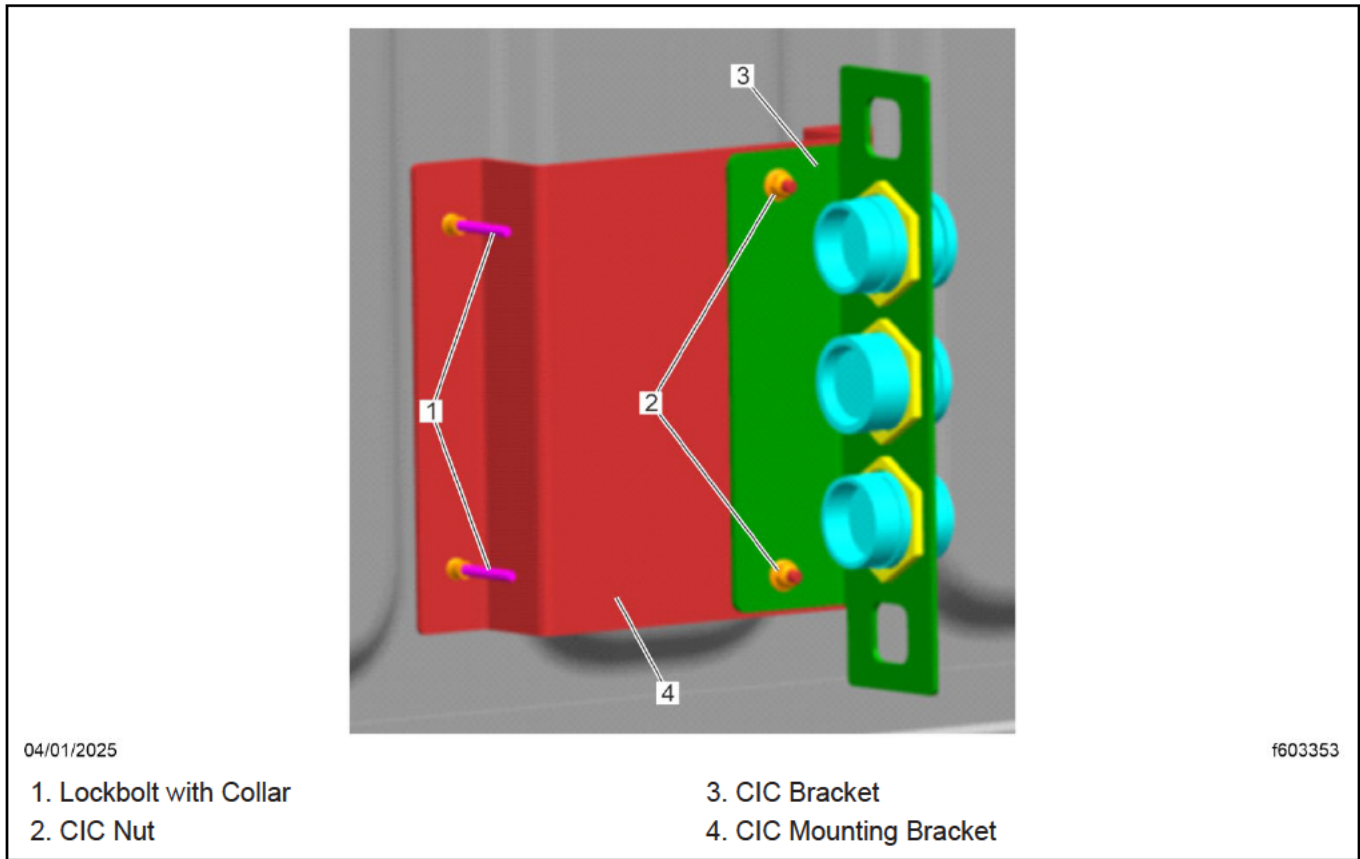


Fig. 10, CIC Mounting Hardware

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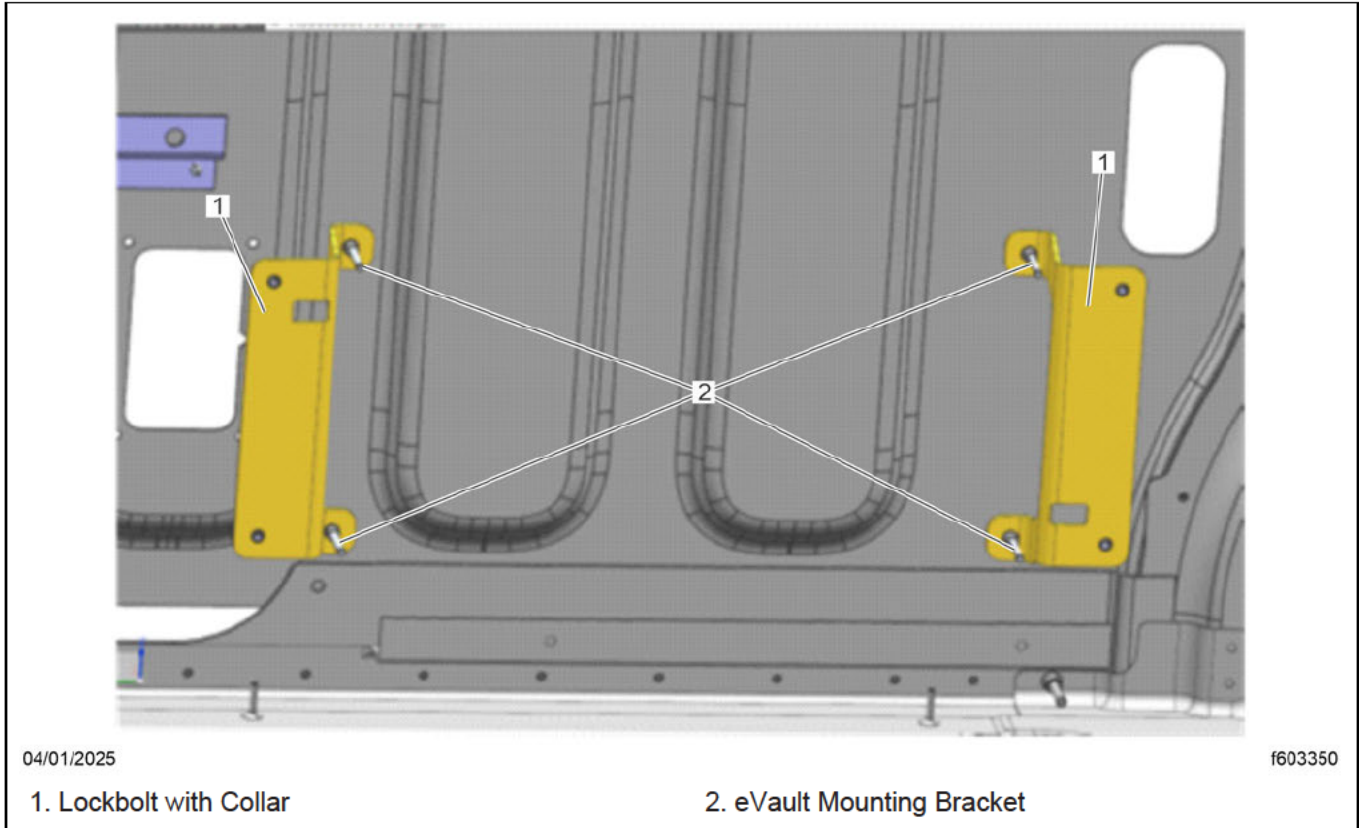


Fig. 11, eVault Mounting Hardware

## Modification of the Backwall Upholstery Panel

1. Follow the procedure outlined in **TEM-11-00016** for the installation steps.
2. Install the hardware and wiring as required.
3. Program the XMC devices and set the parameters.
  - 3.1. Submit a request to the Custom Hardware and Electronics Configurator (CHEC) support team to update the service record of the vehicle.
  - 3.2. After the service record is updated, the XMCs are then recognizable by DiagnosticLink® and can be programmed.
  - 3.3. Only XMC1 and XMC2 can be programmed using DiagnosticLink; XMC3 and XMC4 are programmed using the CHEC tool.
4. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF707 (Form WAR261), indicating this work has been completed.