

SF720 A

Creation Date: August 2025

## Subject: Fuse Panel Cover

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	114SD	2026	2026	March 24, 2025	April 10, 2025

### General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA) is initiating Field Service Campaign SF720 to modify the affected vehicles.

- Freightliner Trucks Division

**PROBLEM:** The fuse panel is printed with an incorrect amperage rating, which could result in potential electrical system malfunctions if the fuse is replaced with the incorrect amperage.

**SOLUTION:** The panel will be replaced with a new one with the correct amperage printed on it.

There are approximately 250 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

Replacement fuse panels are now available and can be obtained by using the following instructions.

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1. Go to the DTNA Portal. Select the 'Open Menu' icon at the top left of the screen to open the sidebar. See [Fig. 1](#).

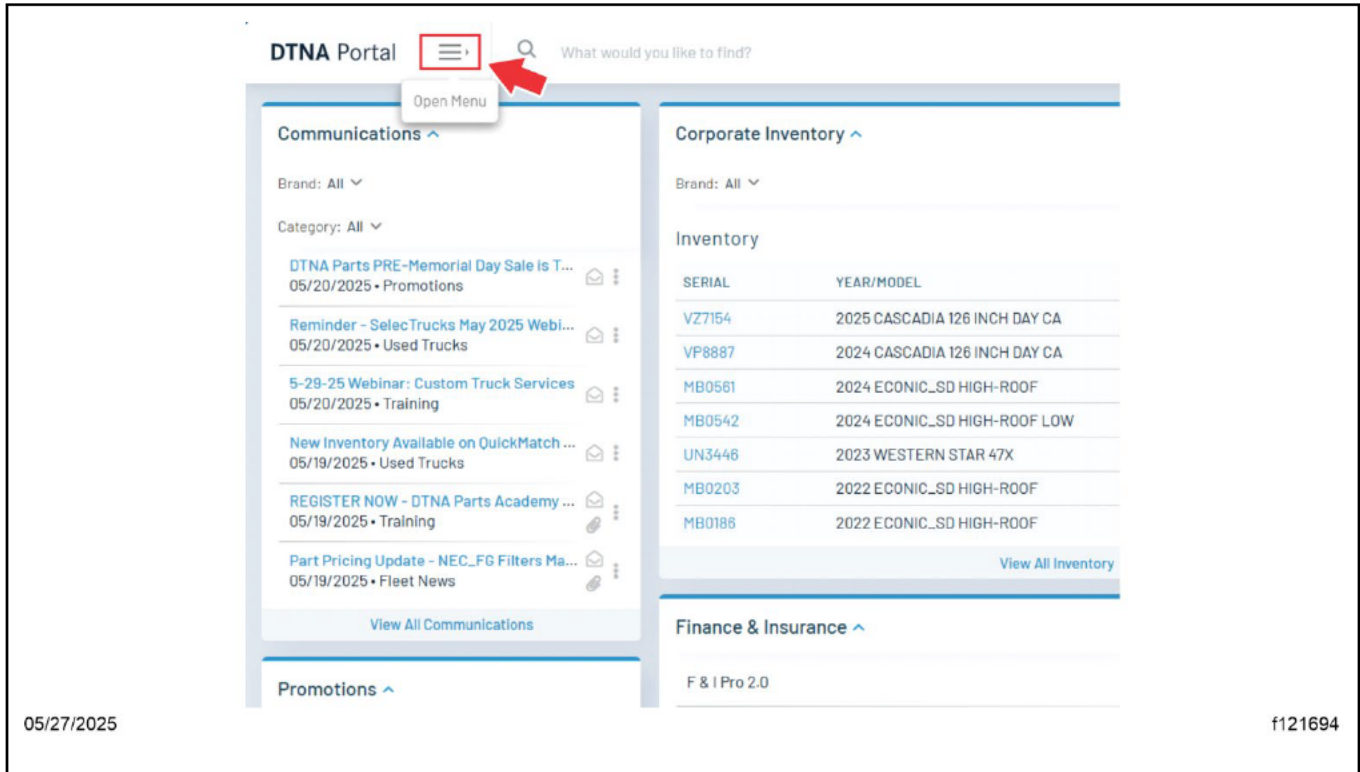


Fig. 1, Opening the DTNA Portal Menu

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2. Select 'Service' from the sidebar menu. See [Fig. 2](#).

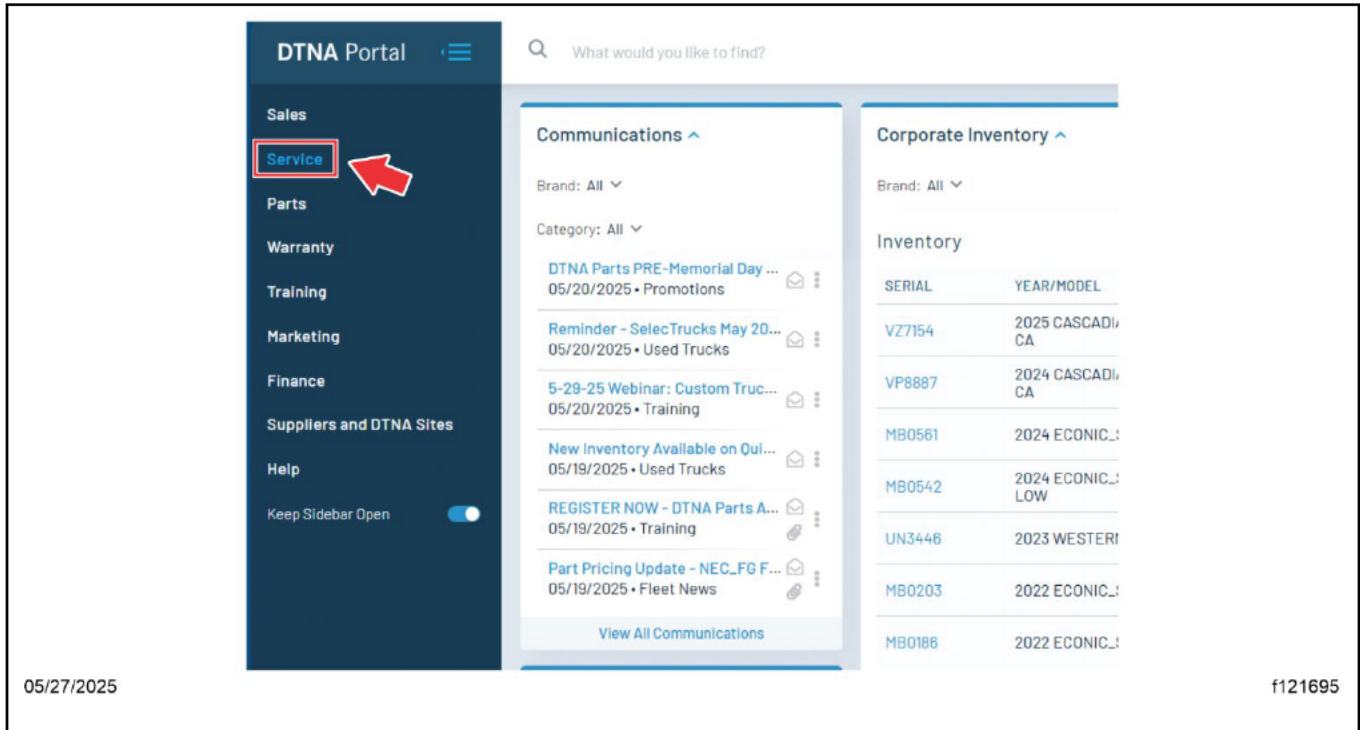


Fig. 2, Selecting Service in the Sidebar Menu

3. Within the 'Chassis Service Information' panel, select the option '(VECI) for Recall Campaigns F1011/F1015 & Field Service Campaign SF720.' This redirects to an external website. See [Fig. 3](#).

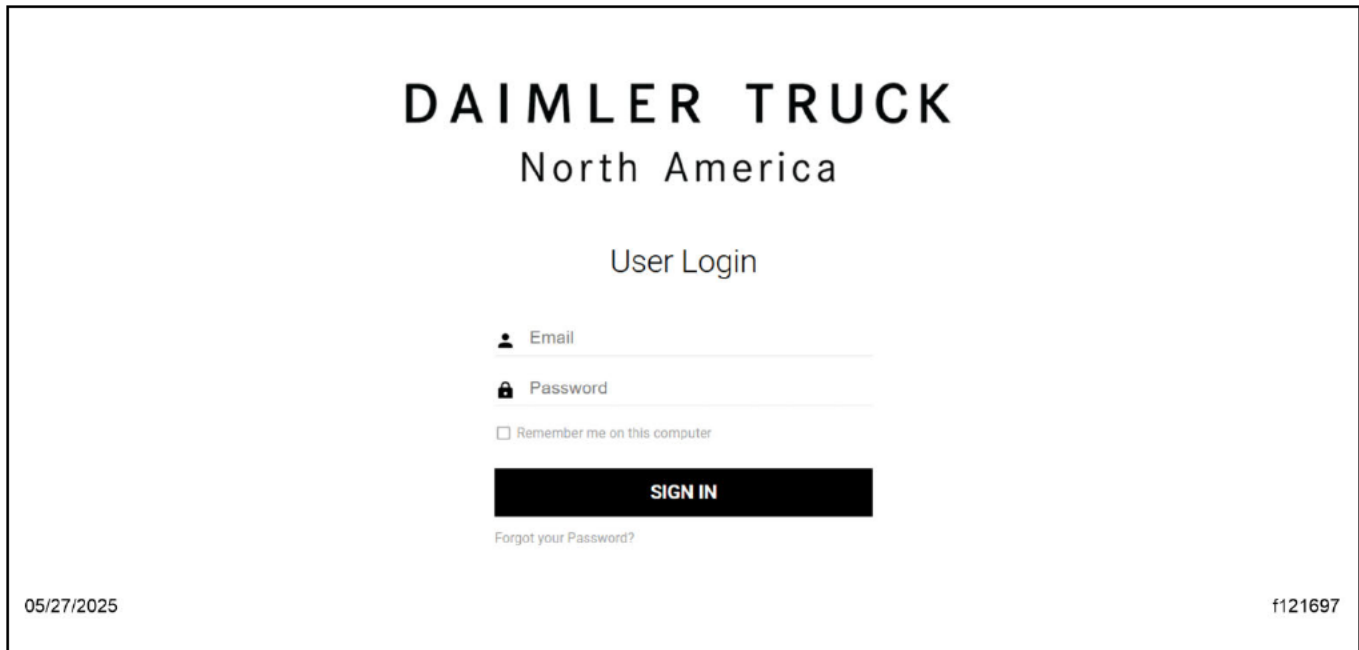


Fig. 3, Chassis Service Information Panel

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4. Enter the 4-digit alphanumeric dealer code for the corresponding dealer location in both the 'Email' and 'Password' fields, then select 'SIGN IN.' See [Fig. 4](#).



The screenshot shows a user login interface for Daimler Truck North America. At the top, the text 'DAIMLER TRUCK' is displayed in a large, bold, sans-serif font, with 'North America' centered below it in a smaller font. Underneath, the heading 'User Login' is centered. The form contains three input fields: the first is labeled 'Email' with a person icon, the second is labeled 'Password' with a lock icon, and the third is a checkbox labeled 'Remember me on this computer'. Below these fields is a prominent black button with the text 'SIGN IN' in white. A link for 'Forgot your Password?' is located below the button. In the bottom left corner of the page, the date '05/27/2025' is visible, and in the bottom right corner, the identifier 'f121697' is present.

Fig. 4, Sign In Page

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5. Once signed in, the main ordering hub is seen. See [Fig. 5](#).
6. If searching for a specific Vehicle Identification Number (VIN):
  - 6.1. Enter the VIN in the search bar at the top-left of the screen. See [Fig. 5](#).
  - 6.2. Enter '1' in the field on the left-hand side of the 'ADD TO CART' box, then select 'ADD TO CART.' See [Fig. 5](#).
  - 6.3. Repeat substeps 6.1 and 6.2 for additional VINs.

The screenshot shows the 'Main Ordering Hub' interface. At the top, there is a navigation bar with 'HOME', 'SHOP', 'CONTACT US', and 'LOGOUT'. Below this is a search bar with a magnifying glass icon and a 'SEARCH' button, labeled 'A'. To the left of the main content area is a 'Your Catalog' sidebar with a list of items: '25 or More Vin Numbers (1)', 'F1011 (22508)', and 'F1015 (5300)'. The main content area displays a grid of product cards. The first card is highlighted with a red box and labeled 'C'. It contains the text: 'For orders with more than 25 items, please select this item to upload an Excel spreadsheet. Thanks', '25ORMOREVINNUM', and 'Upload your order for 25 or mor... EA'. Below this card are three other product cards, each with a VIN and an 'ADD TO CART' button. The first 'ADD TO CART' button is highlighted with a red box and labeled 'B'. At the bottom of the page, there is a date '05/27/2025' on the left and 'f121698' on the right.

A. Enter the VIN in the search bar.

B. Enter '1' in the field and select 'ADD TO CART.'

C. Select '25ORMOREVINNUM' if ordering for more than 25 VINs.

Fig. 5, Main Ordering Hub

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7. If ordering for 25 or more VINs:
  - 7.1. Select '25ORMOREVINNUM.' A pop-up window appears. See [Fig. 5](#).
  - 7.2. Select 'Choose File' to upload an Excel sheet, then select 'Upload.' See [Fig. 6](#).
  - 7.3. Enter '1' in the field on the bottom-left of the window, then select 'ADD TO CART.' See [Fig. 6](#).

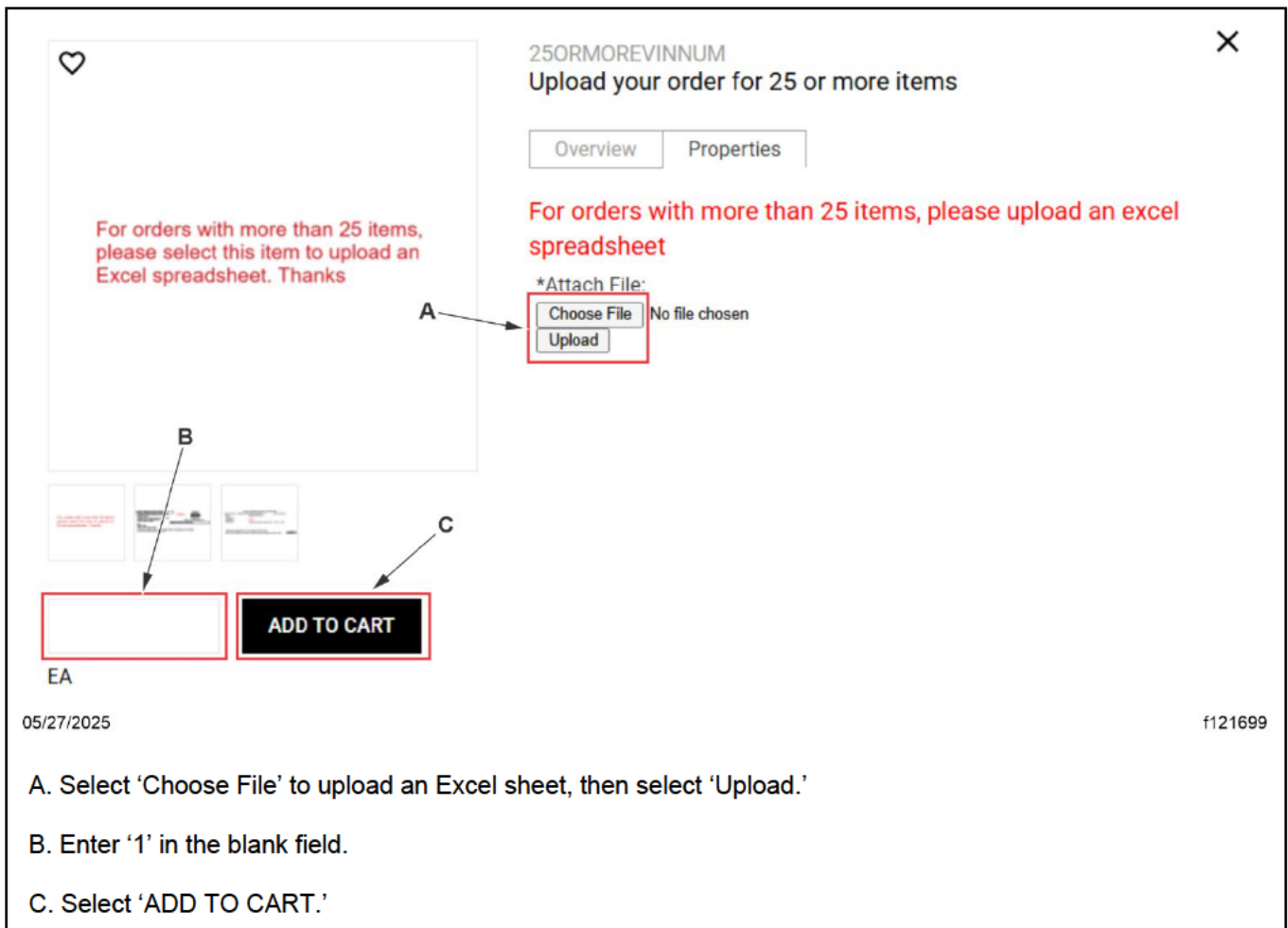


Fig. 6, Ordering for 25 or More VINs

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8. Select the cart button at the top-right of the page. See [Fig. 7](#).

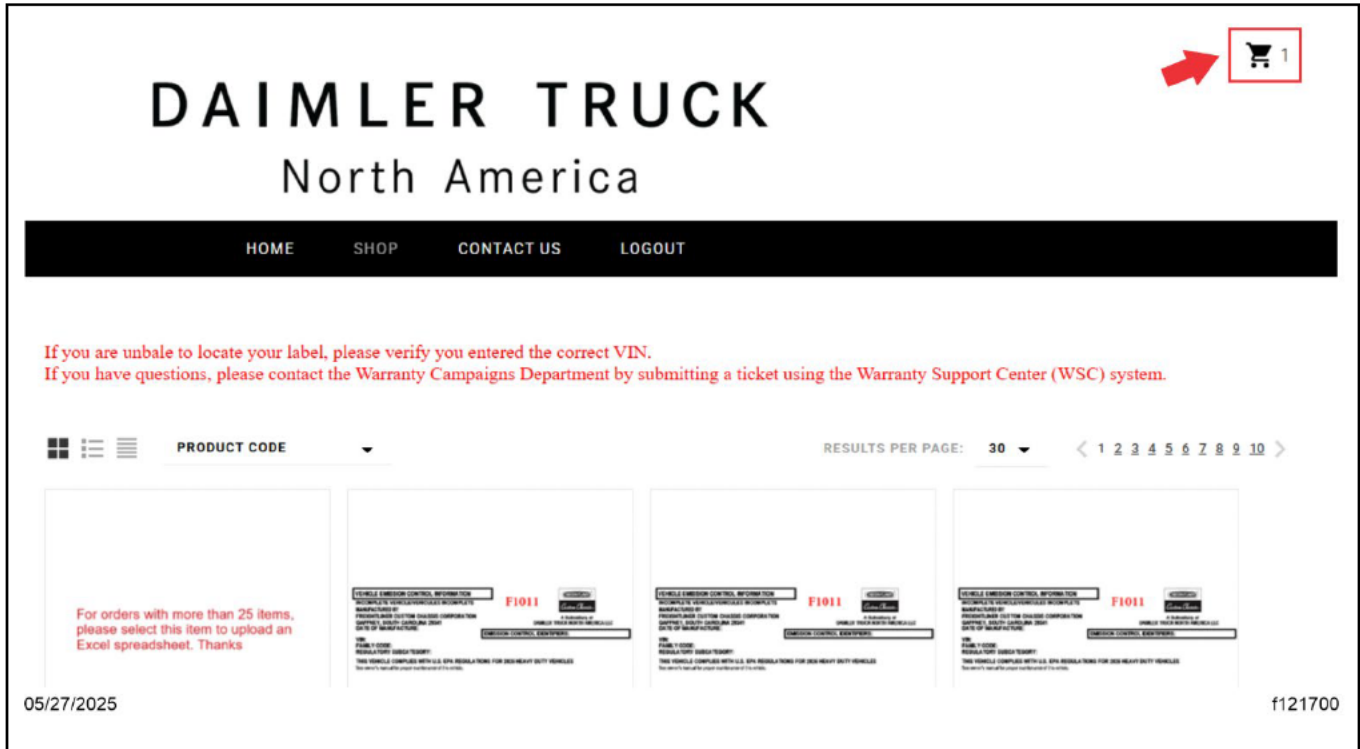


Fig. 7, Go to Cart Button

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9. Confirm the list of VINs, then select 'CONTINUE TO SHIPPING.' See [Fig. 8](#).

DAIMLER TRUCK  
North America

HOME SHOP CONTACT US LOGOUT

Cart Summary

**CONTINUE TO SHIPPING**

ITEM CODE / NAME	UOM	QUANTITY
 F1011-268498-CC W1HKASL16PV268498	EA	1.000

**REMOVE ALL**

05/27/2025 f121701

A. Confirm the list of VINs. B. Select 'CONTINUE TO SHIPPING.'

Fig. 8, Cart Summary

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10. On the 'Shipping' screen, the address for the corresponding 4-digit alphanumeric dealer code used to log in is shown. See [Fig. 9](#).
  - 10.1. If a different shipping address, such as a central location for the dealer family, needs to be entered, select the black pencil icon to the right-hand side of the dealer code. See [Fig. 9](#).
  - 10.2. A pop-up window appears. Search for an address or select 'CUSTOM LOCATION' to manually enter the shipping address. See [Fig. 10](#).
  - 10.3. If the shipping address is correct, select 'CONTINUE TO CHECKOUT.' See [Fig. 9](#).

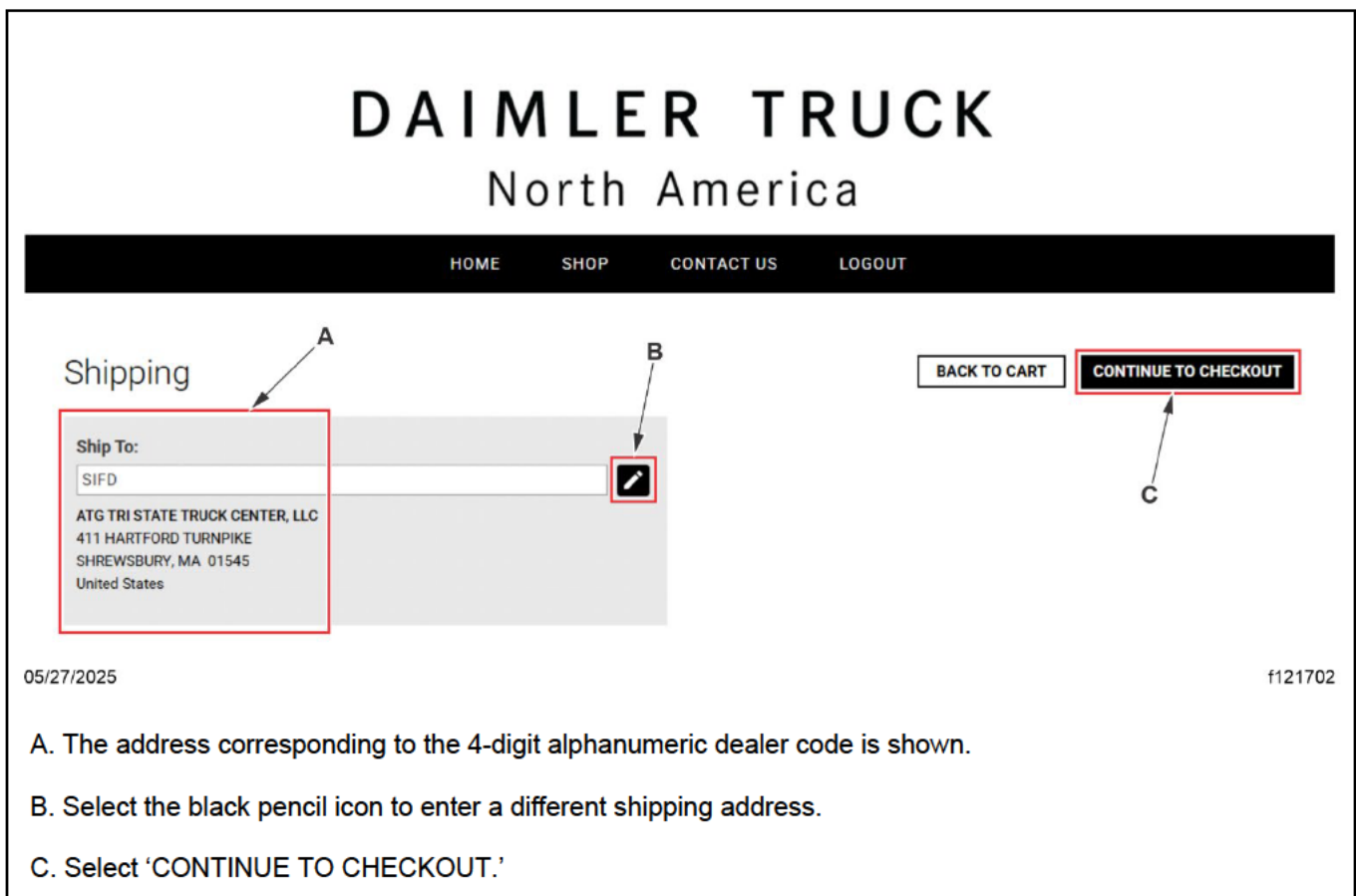
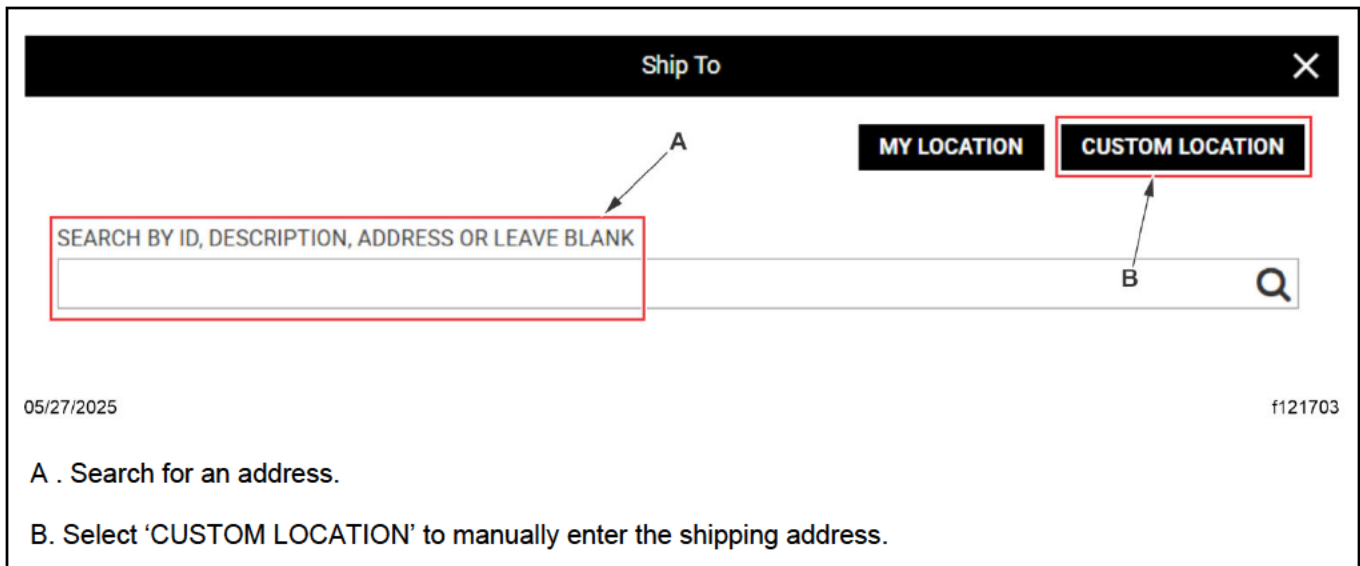


Fig. 9, Shipping Screen

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The screenshot shows a 'Ship To' dialog box with a search bar and two location selection buttons. The search bar contains the text 'SEARCH BY ID, DESCRIPTION, ADDRESS OR LEAVE BLANK' and a search icon. The 'CUSTOM LOCATION' button is highlighted with a red box and labeled 'B'. An arrow labeled 'A' points to the search bar. Below the dialog box, there is a date '05/27/2025' and a reference number 'f121703'. A legend below the dialog box explains the labels 'A' and 'B'.

05/27/2025 f121703

A . Search for an address.  
B. Select 'CUSTOM LOCATION' to manually enter the shipping address.

Fig. 10, Entering a Different Shipping Address

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11. On the 'Checkout' screen, 'UPS 3 Day Select' is selected as the default shipping. See [Fig. 11](#).
  - 11.1. Enter the email address for the ordering and shipping information to be sent.
  - 11.2. Enter additional comments in the 'ORDER REMARKS' field, if necessary.
  - 11.3. Select the checkbox at the bottom of the screen to confirm the VINs are correct.
  - 11.4. Select 'SUBMIT ORDER.'

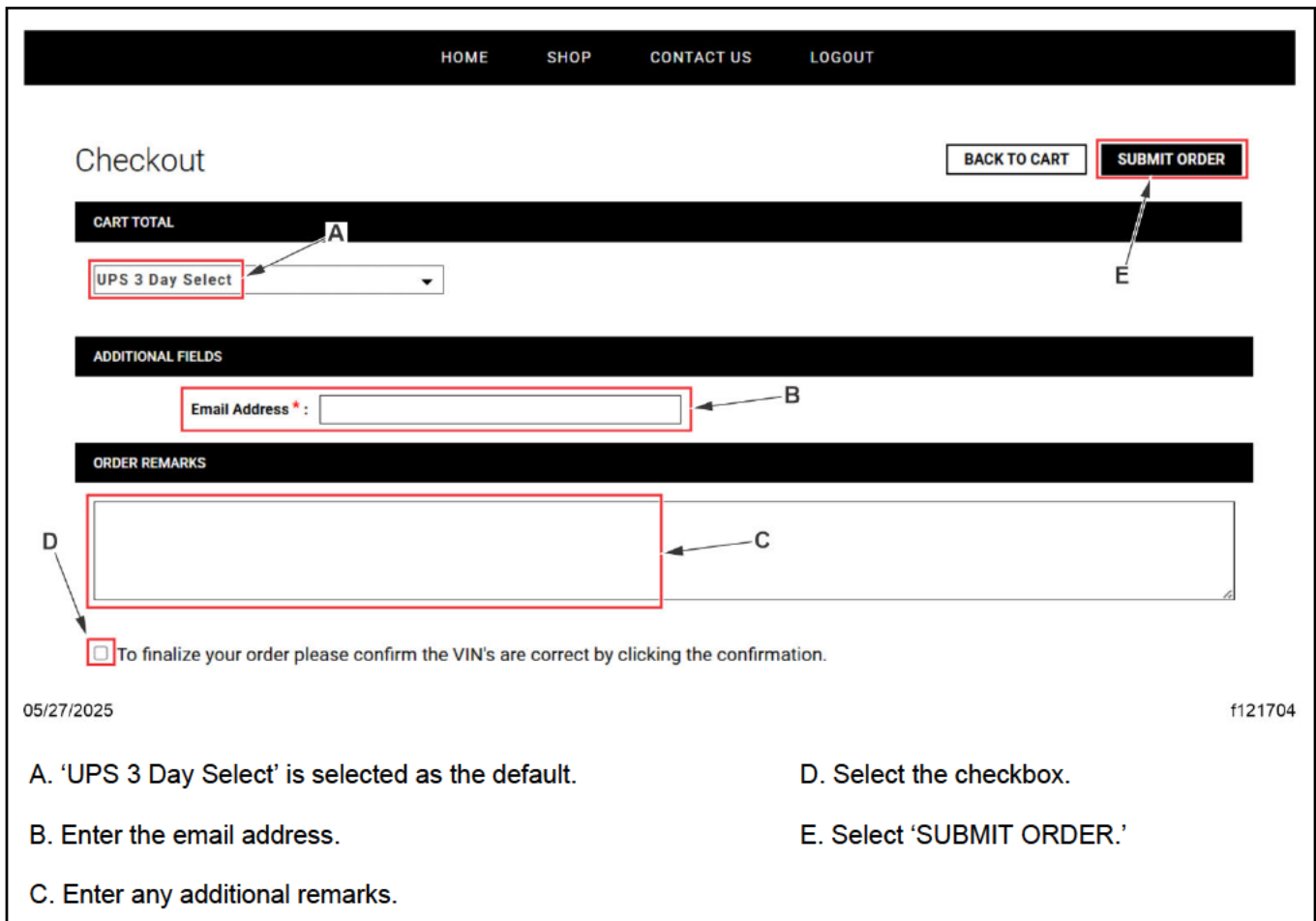


Fig. 11, Checkout Screen

12. For any questions, submit a WSC (Warranty Support Center) inquiry. WSC can be found in OWL or on the DTNA Portal.

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**IMPORTANT:** If our records show your dealership has ordered any vehicle(s) involved in campaign number SF720, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL. 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**

Group	Part / Kit Number	Part / Kit Description	Qty
A	66-16374-000	Base Cover Label-PDME	1 ea
All Groups	WAR261	Blank Completion Sticker	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**

Claim Type	Field Service Campaign
Campaign	SF720 A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF720-000

**Table 3 – Labor Allowance**

Group	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
A	Fuse Panel Replacement	0.2	996-F243A	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 (SF720-A).
- In the Primary Failed Part field, enter 25-SF720-000.
- 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 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: Fuse Panel Cover**

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF720 to modify specific 2026 Freightliner 114SD vehicles, manufactured March 24, 2025, through April 10, 2025.

**PROBLEM:** The fuse panel is printed with an incorrect amperage rating, which could result in potential electrical system malfunctions if the fuse is replaced with the incorrect amperage.

**SOLUTION:** The panel will be replaced with a new one with the correct amperage printed on it

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available. The campaign will take approximately one-half hour 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 August 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, 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: Fuse Panel Cover**

<b>Models Affected</b>					
<b>Make</b>	<b>Model</b>	<b>Model Yr. Start</b>	<b>Model Yr. End</b>	<b>Prod. Start Date</b>	<b>Prod. End Date</b>
Freightliner	114SD	2026	2026	March 24, 2025	April 10, 2025

### **Replacement of the Interior Vehicle Power Distribution Module (VPDM) Fuse Cover**

1. Check the base label (Form WAR259) for a completion sticker for SF720 (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.

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4. Open the hood. See [Fig. 1](#).

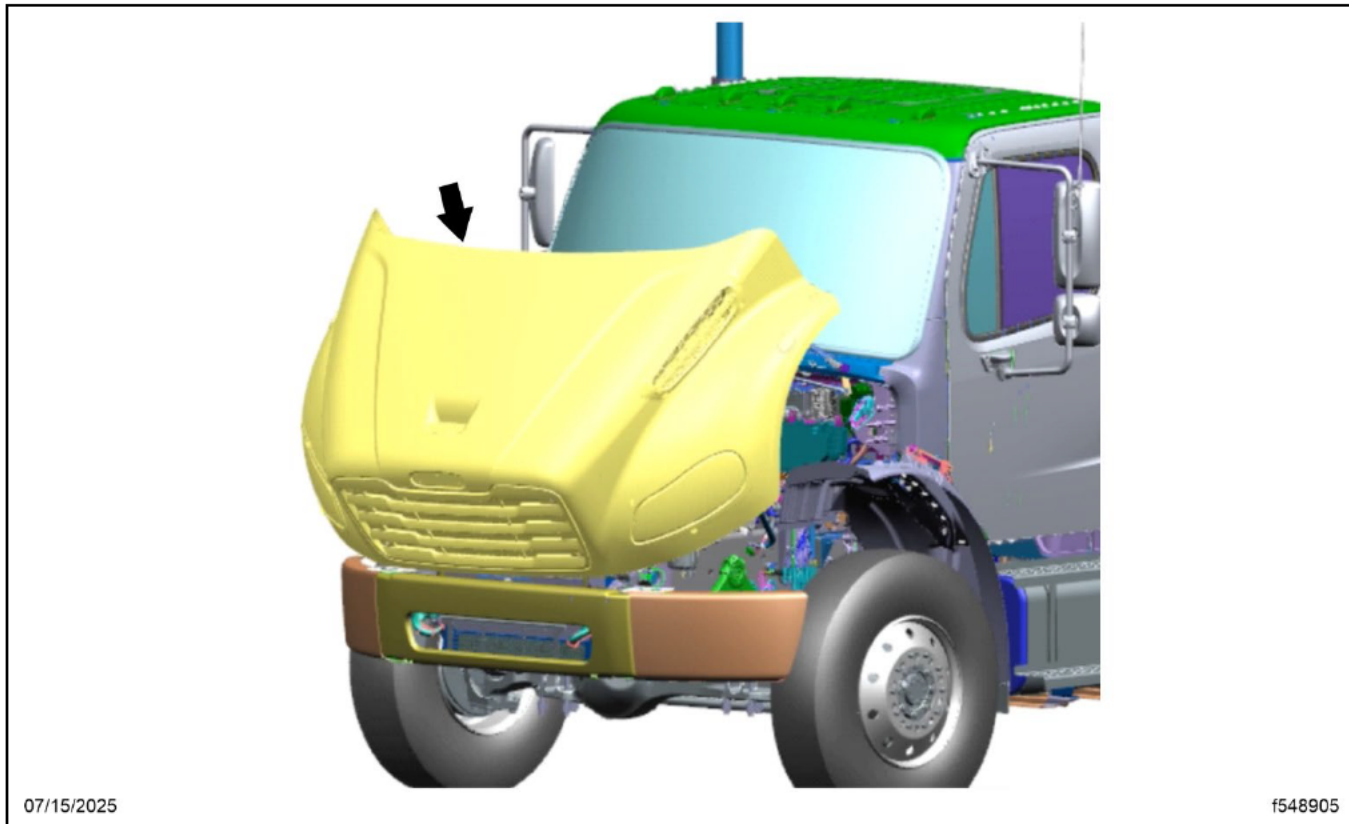


Fig. 1, Hood

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5. Locate the VPDM cover. See [Fig. 2](#). For detailed instructions and location, see **Group 54: 5.3** in the *108SD Plus and 114SD Plus Workshop Manual*.

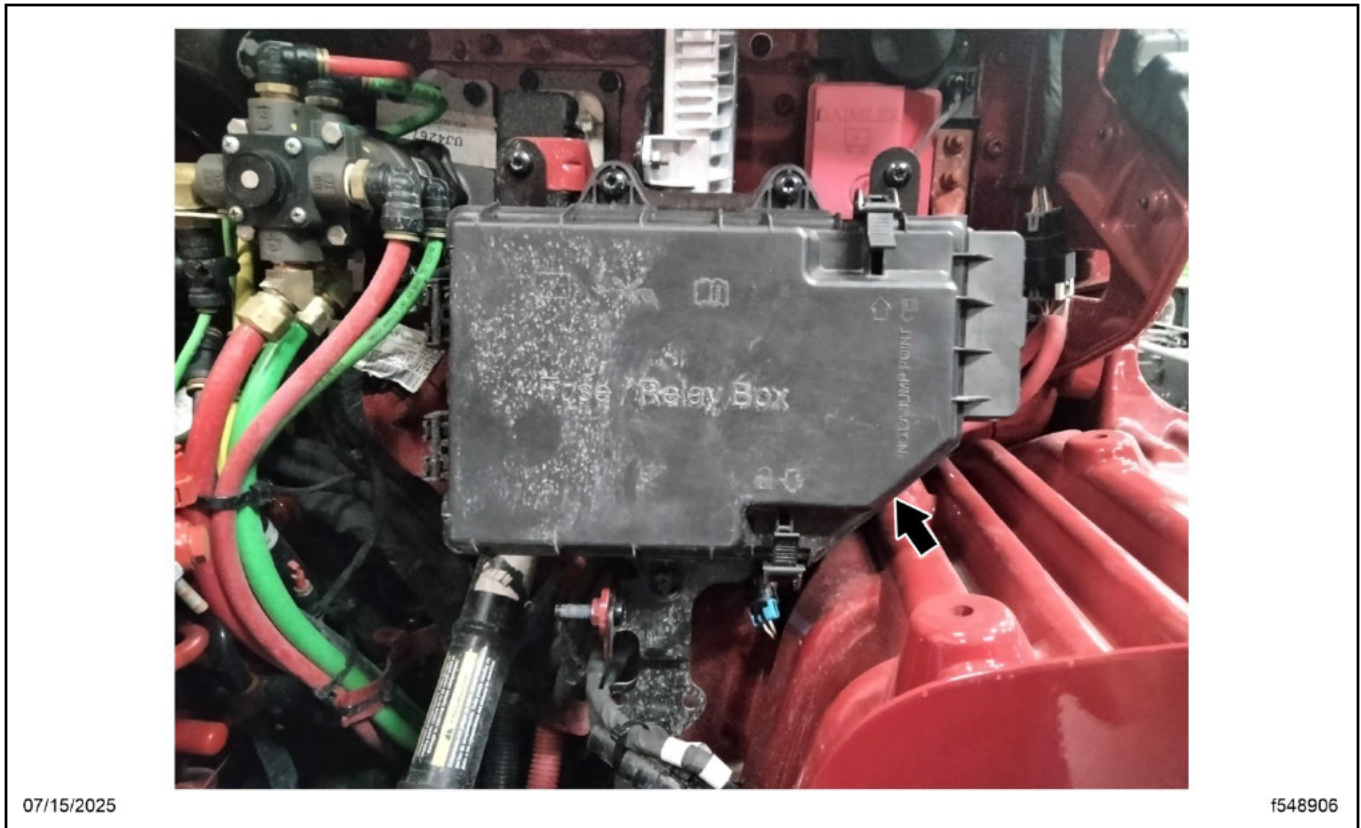


Fig. 2, VPDM Fuse Relay Box

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6. Open and remove the VPDM cover. See [Fig. 3](#).

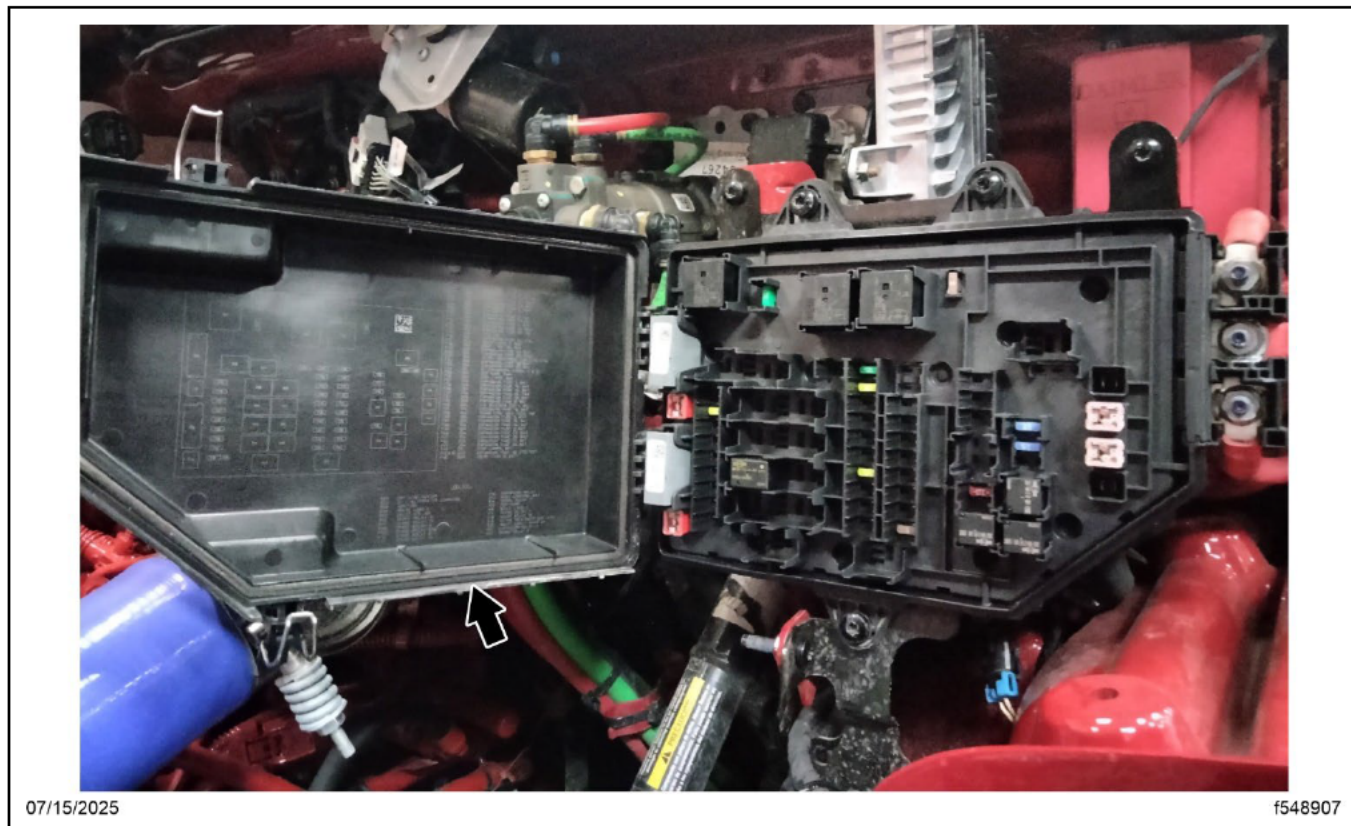


Fig. 3, Opening the VPDM Cover

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7. On some vehicle engine configurations, the cover may not open a full 180 degrees. To remove the cover, open the cover as far as allowed, detach the two cover hinges from the VPDM housing, and pull the cover at the hinges to release the cover from the VPDM housing. See [Fig. 4](#).

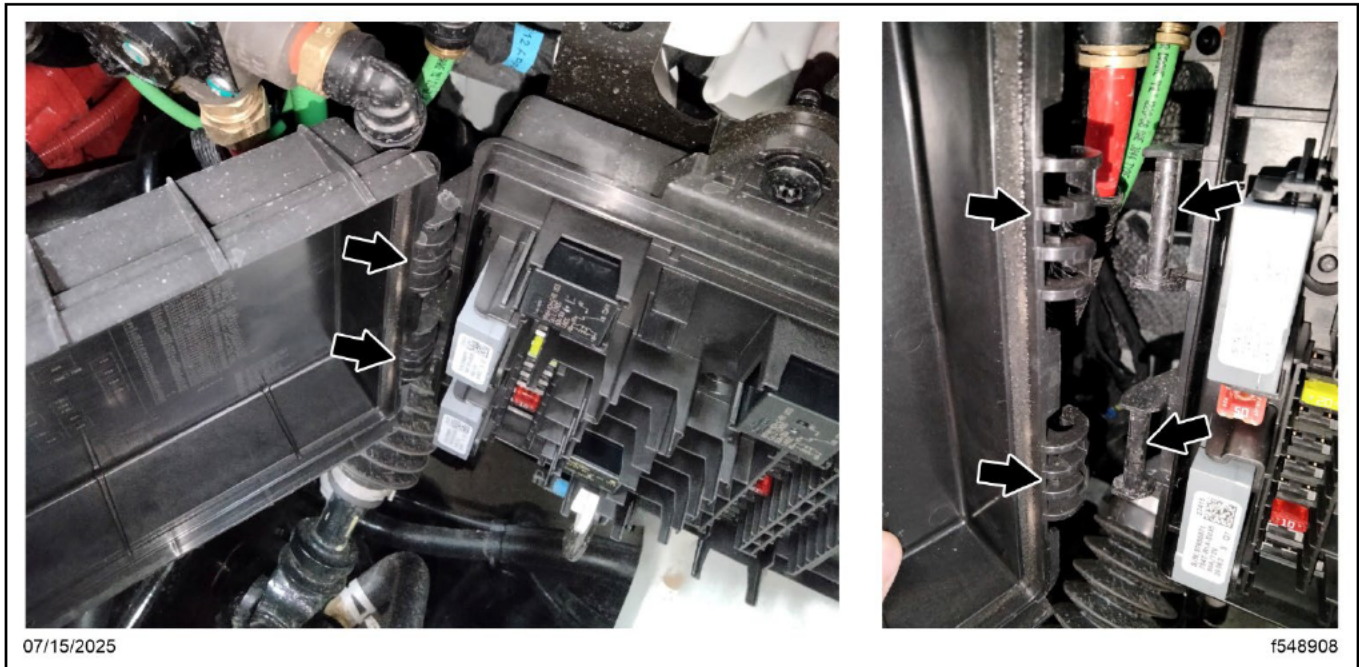


Fig. 4, Removing the VPDM Cover

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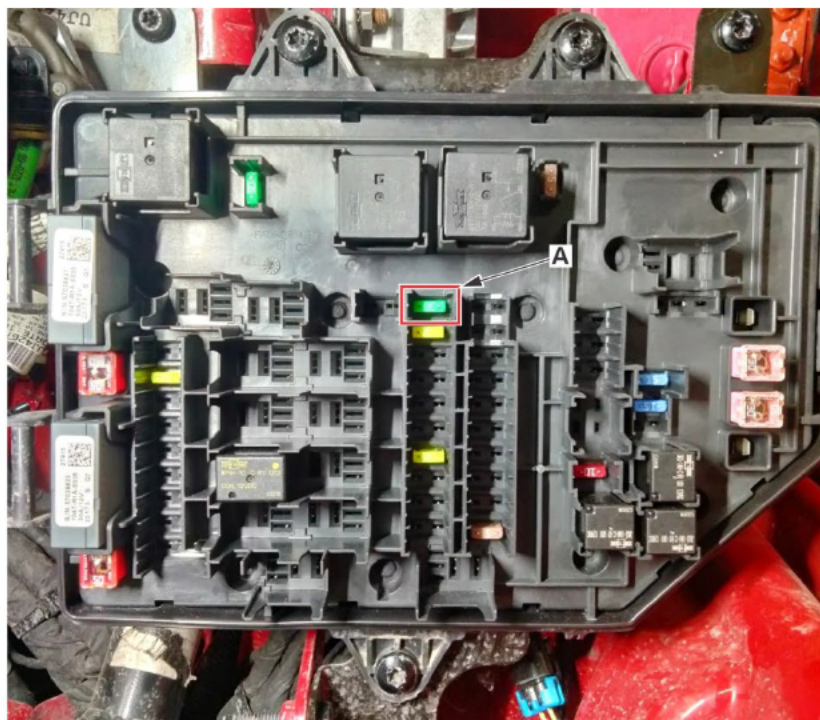
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**CAUTION:**

Use caution when installing the new cover. The plastic edges of the cover can be sharp.

8. Install the new VPDM cover. The cover should have the correct F5 25A fuse callout.
9. Replace the F5 fuel heater fuse with a 25A fuse as needed. [Figure 5](#) shows the incorrect 30A fuse.



07/15/2025

f548909

A. Incorrect 30A fuse shown.

**Fig. 5, VPDM Fuse Layout**

10. Close the VPDM cover.
11. Close the hood.
12. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF720 (Form WAR261).