

SF721

Creation Date: September 2025

Subject: 18k Front Suspension Shock Absorbers

Models Affected					
Make	Model	Model Year Start	Model Year End	Prod. Start Date	Prod. End Date
Freightliner	Cascadia	2021	2025	January 22, 2020	January 3, 2025
Western Star	57X	2024	2025	February 2, 2023	December 19, 2024

General Information

On behalf of the entities listed below, Daimler Truck North America LLC (DTNA) is initiating Field Service Campaign SF721 to modify the affected vehicles.

- Freightliner Trucks Division
- Wholly owned subsidiary Western Star Truck Sales, Inc.

PROBLEM: The front suspension shock absorbers bottom out before full travel due to incorrect frame rail hole locations for the upper shock bracket.

SOLUTION: A Daimler Truck North America authorized service facility will replace the upper shock bracket.

There are approximately 1,108 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 SF721, 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

SF721

Creation Date: September 2025

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 SF721

Group	Part Description	Part Number	Qty
A	FR SHABS,M20/44,M20/44 HVY HWY	10-14338-000	2 ea
	NUT-HEX,LKG,VLH BLU,M16X1.5	23-14451-116	4 ea
	NUT-HEX,LKG,VLH BLU,M20X1.5	23-14451-120	4 ea
	BOLT-HEX,PC10.9,PO,M20X1.5X100	23-14069-100	2 ea
	BOLT-HEX,PC10.9,PO,M20X1.5X160	23-14069-160	2 ea
	BOLT-HEX,ZNAL,BK,M20X1.5X220	23-14069-220	2 ea
	BRKT,SHABS,UPR,M20	R10-14194-000	1 ea
	BRKT,SHABS,UPR,M20	R10-14194-001	1 ea
	BOLT-HEX,ZNAL,BK,M16X1.5X60	23-14067-060	2 ea
	BOLT-HEX,ZNAL,BK,M16X1.5X70	23-14067-070	2 ea
All Groups	Blank Completion Sticker	WAR261	1 ea

Table 1 – Replacement Parts for SF721A

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	SF721 A

SF721

Creation Date: September 2025

VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF721-000

Table 2 – Claim Reimbursement Table

Table 3 – Labor Allowance for SF721-A

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	Replace Upper Shock Mount Bracket	2.6	996-F247A	12-Repair Recall/Campaign

Table 3 – Labor Allowance for SF721-A

Claims for Credit

- Claim type is Field Service Campaign.
- In the Campaign field, enter the campaign number and group (SF721-A).
- In the Primary Failed Part field, enter 25-SF721-000.
- 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

SF721

Creation Date: September 2025

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.

SF721

Creation Date: September 2025

Copy of Notice to Owners

Subject: 18k Front Suspension Shock Absorbers

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF721 to modify specific 2021-2025 Freightliner Cascadia, and Western Star 57X vehicles, manufactured January 22, 2020, through January 3, 2025.

The front suspension shock absorbers bottom out before full travel due to incorrect frame rail hole locations for the upper shock bracket.

A Daimler Truck North America authorized service facility will replace the upper shock bracket.

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 three 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 September 30, 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

SF721

Creation Date: September 2025

Work Instructions

Subject: 18k Front Suspension Shock Absorbers

Models Affected					
Make	Model	Model Year Start	Model Year End	Prod. Start Date	Prod. End Date
Freightliner	Cascadia	2021	2025	January 22, 2020	January 3, 2025
Western Star	57X	2024	2025	February 2, 2023	December 19, 2024

Replacement of the Shock Absorber, Front Suspension

1. Check the base label (Form WAR259) for a completion sticker for SF721 (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.



WARNING:

Never work under a vehicle that is supported only by jacks. Jacks can slip, which can result in serious personal injury, death, or component damage. Always support the vehicle with safety stands capable of supporting the weight of the vehicle.

3. Raise the vehicle until both front tires are off the ground and the frame is supported with safety stands. For instructions to raise and lower the vehicle, see **Group 00** of the applicable workshop manual.

IMPORTANT: Make sure the frame rails are level side-to-side and an equal distance off the ground.

4. Using the floor jack, raise the axle just enough so the jack is supporting the weight of the axle, then support the axle with safety stands.
5. Open the hood.
6. Remove both the front wheels to access the shock absorber.

SF721

Creation Date: September 2025

- Remove the upper and lower shock bolts and remove the shock absorber from the upper and lower mounting brackets. See [Fig. 1](#).
- Remove the shock absorber upper mounting bracket. See [Fig. 1](#).

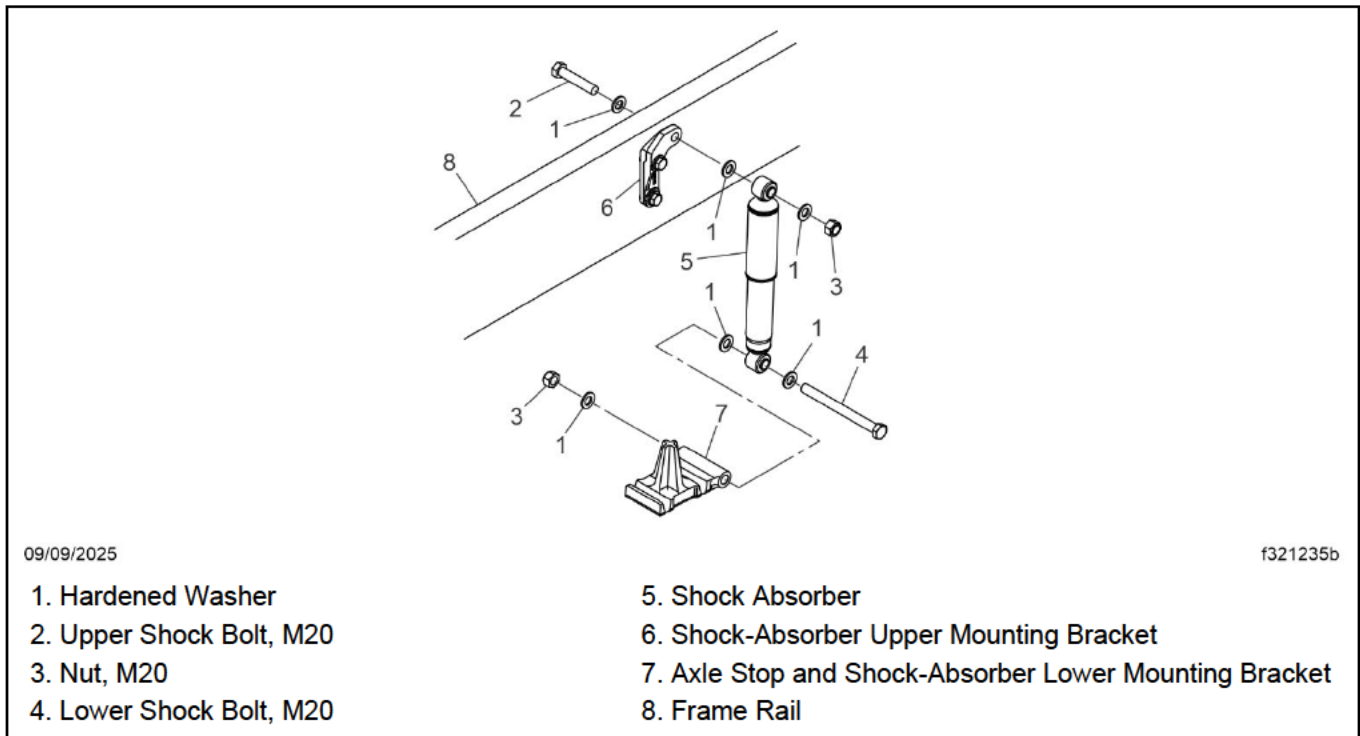


Fig. 1, Front Suspension Shock Absorber

- From the center of the original fastener hole, measure 50 mm upward and mark the location.
- Use a mag drill to drill two holes at the marked location to reposition the mounting bracket.

SF721

Creation Date: September 2025

11. Install the new shock absorber upper mounting bracket and tighten the fasteners 155 lbf-ft (210 N·m). See Fig. 2.

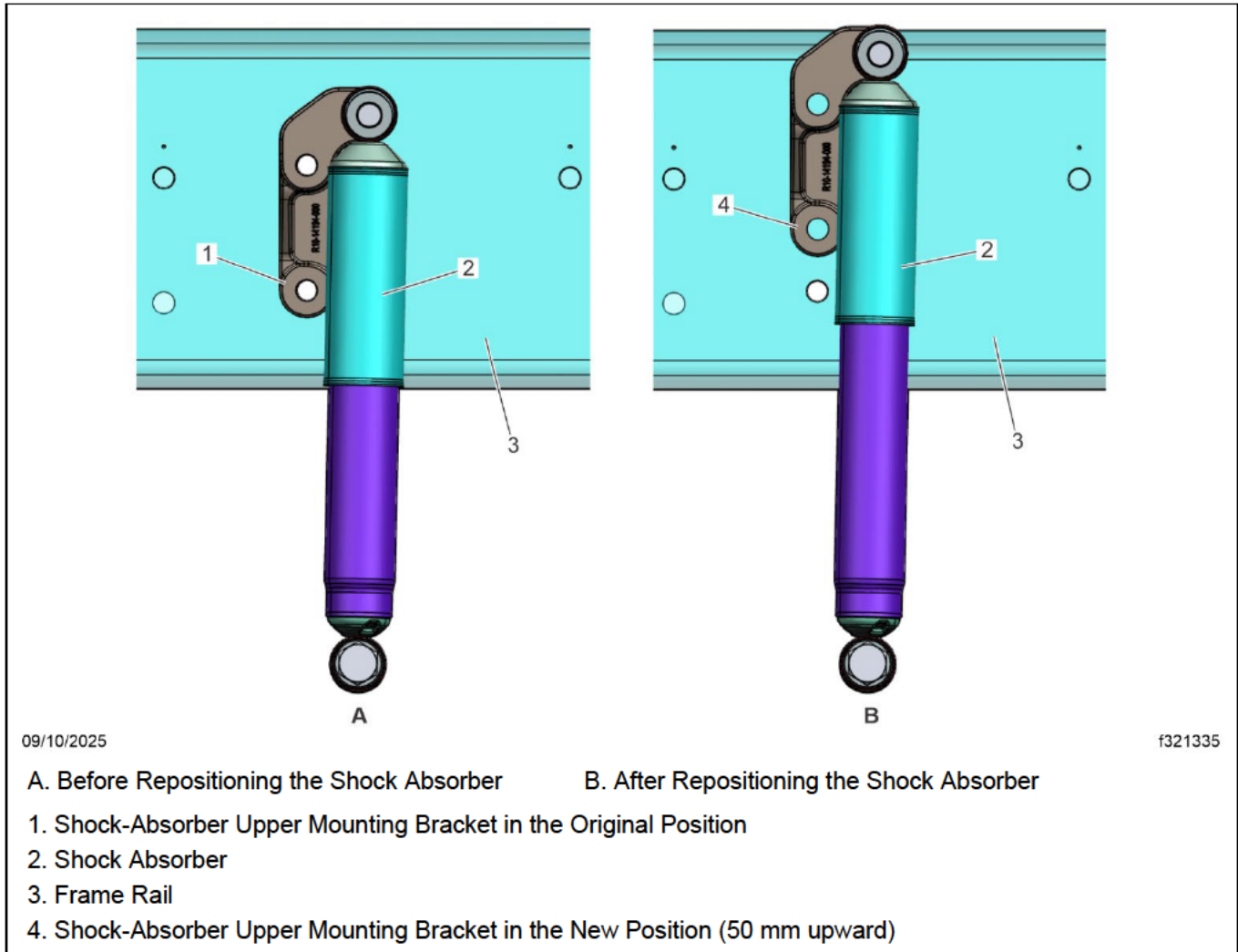


Fig. 2, Repositioning the Shock Absorber Upper Mounting Bracket

12. Cap the old bolt holes with grade 8 fasteners.
13. Install the new shock absorber.
14. Repeat steps 7 through 13 on the other side of the vehicle.
15. Install the wheels and tighten the fasteners 450 to 500 lbf-ft (610 to 678 N·m).
16. Close the hood.
17. Raise the vehicle, remove the jack stands from the chassis, then lower the vehicle. For instructions to raise and lower the vehicle, see **Group 00** of the applicable workshop manual.
18. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF721 (Form WAR261).