

FTL P4 RV 18k Front Suspension Shock Absorbers

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Campaign SF 721

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Problem Details:

- Front shock absorbers bottoming out before full suspension travel
- Progressive damage leads to cracked upper shock bracket
- Shock absorber leaking or bent shaft

FSPRs, FRACAS, DPR, Zeus:

- 1 DSM entered Synchronize report, 1 DSM reported via email to Service Engineering

Affected Models / Truck options:

- New Cascadia /57X, 18k front suspension (620-013)
- 1108 affected vehicles

Responsible Supplier:

- DTNA



Production Containment:

- New BOM 410-T00102 in design chart 410-C030 with correct drilling.
- PCHA34-BS activated 12/16/2024

No Yes

Field Containment (short term):

- Fix-as-fail
- Update drilling location for upper shock bracket

No Yes

Root Cause:

- For 18k suspension, incorrect frame rail hole locations for upper shock bracket.
- Holes need to be raised 50 mm in the vertical direction for shock absorber to have correct travel.

No Yes

Long Term Corrective Action Plan:

- P67861 changeover 03/10/2025
- 410-C03048 production BOM released with correct drilling.

No Yes

Long Term Field Plan:

- Proposed Field Service Campaign

No Yes