

SF728

Creation Date: April 2026

**Subject: 114SD Airliner 69K Crossmembers**

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	114 SD	2021	2026	March 24, 2020	April 5, 2025

**General Information**

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA), is initiating Field Service Campaign SF728 to modify the affected vehicles.

- Freightliner Trucks Division

**PROBLEM:** Certain vehicles specified with Heavy Duty (HD) crossmembers were built with Standard Duty (SD) crossmembers.

**SOLUTION:** Inspect and replace the SD crossmembers with HD crossmembers as required. Some vehicles may have already had this repair completed, either in full or in part. Relocate the Electronic Control Pneumatic (ECP) to the mid-level crossmembers #1 location (BOM 562). Reroute the ECP harness and associated pneumatic lines, and remount the brake relay valves.

There are approximately 64 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 the 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 the 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 SF728, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via Online Warranty Link (OWL). Please refer to this list when ordering parts for this field service campaign.

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**IMPORTANT – After Repair is Complete\*:**

Attach a red completion sticker (WAR261) 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.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

Group	Part Description	Part Number	Qty.
A	X/M-CHNL, RSF,260R,INS,FLX	15-15024-008	4 ea
B	X/M-CHNL, RSF,260R,INS,FLX	15-15024-007	4 ea
A, B	STIFFENER,GUSSET-LWR,3/4"HOLE	15-15046-000	8 ea
A, B	GUSSET,UP'R,STL,565FWD RAI/NCH	15-28237-000	4 ea
A, B	GUSSET,BK-TO-BK,LWR,3/4"HOLE	15-28238-000	4 ea
A, B	SCREW-CAP,HEX5/8-18X1.5 GR8PO	23-09445-150	48 ea
A, B	NUT-HEX,LKG,VLH GR,5/8-18	23-14450-210	48 ea
A, B	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	96 ea
A, B	BOLT-LOCK,3/4,1.750 GRIP	23-13942-028	24 ea
A, B	COLLAR-LOCK BOLT,3/4,1.105	23-13939-075	24 ea
A, B	SPACER-STL,.562IDX1.062ODX.25	23-11709-025	3 ea
All Groups	Blank completion sticker	WAR261	1 ea

Table 1, Replacement Parts for SF728-A

**Removed Parts**

- For U.S. and Canadian Dealers, use the part disposition in OWL to determine how to manage removed parts (scrap). 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 recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

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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 Primary Failed Part (PFP), component code, replacement parts, cause, corrective action, and SRT code.

Claim Type	Field Service Campaign
Campaign	SF728 (A-B)
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF728-000

**Table 2, Claim Reimbursement Table**

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A, B	BURNCO, CROSSMEMBER R/R, (SF728)	18.7	996-F253A	12-Repair Recall/Campaign
A, B	BURNCO,CROSSMEMBER R/R, FORWARD ONLY (565) (SF728)	6.9	996-F253B	12-Repair Recall/Campaign

**Table 3, Labor Allowance for SF728**

**Claims for Credit**

- Claim type is Field Service Campaign.
- In the Campaign field, enter the campaign number and appropriate group (SF728-A and SF728-B).
- In the Primary Failed Part field, enter 25-SF728-000.
- In the Parts section, enter the part number(s) as shown in [Table 1](#).
- In the Labor section, enter the appropriate SRT from [Table 3](#). Administrative will auto-populate if applicable using SRT 939-6010A for 0.3 hours.
- The Vehicle Maintenance Reporting Standard (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.)

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- 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 recall 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, contact the Warranty Campaigns Department via Web inquiry at [DTNAPortal.com/PNA](http://DTNAPortal.com/PNA), if you have any questions or need additional information. Export distributors, submit a Web inquiry 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 Parts Distribution Center (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: 114SD Airliner 69K Crossmembers

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF728 to modify specific Model Year 2021 to 2026 Freightliner 114SD vehicles, manufactured March 24, 2020 to April 5, 2025.

Certain vehicles specified with Heavy Duty (HD) crossmembers were built with Standard Duty (SD) crossmembers. The crossmembers will be replaced as necessary, and the Electronic Control Pneumatic (ECP) unit will be relocated.

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 approximately seven to eighteen hours and will be performed **free of charge**.

To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/brands/support>. Scroll down to 'Locate a Dealer' and select the appropriate brand.

This Field Service Campaign will terminate on **April 30th, 2027**. 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 will, therefore, 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 the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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## WORK INSTRUCTIONS

Subject: SF728 Work Instructions

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	114SD	2021	2026	March 24, 2020	April 5, 2025

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### SF728 WORK INSTRUCTION

1. Check the base label (Form WAR259) for a completion sticker for SF728 (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. Remove the protective tarp.
4. Release the air from the suspension.
5. Lift the rear of the mixer and place the vehicle on frame jacks.
6. Disconnect the Antilock Brake Systems (ABS) modulator from the middle suspension crossmember and safely move it to the side. See [Fig. 1](#).



03/19/2026

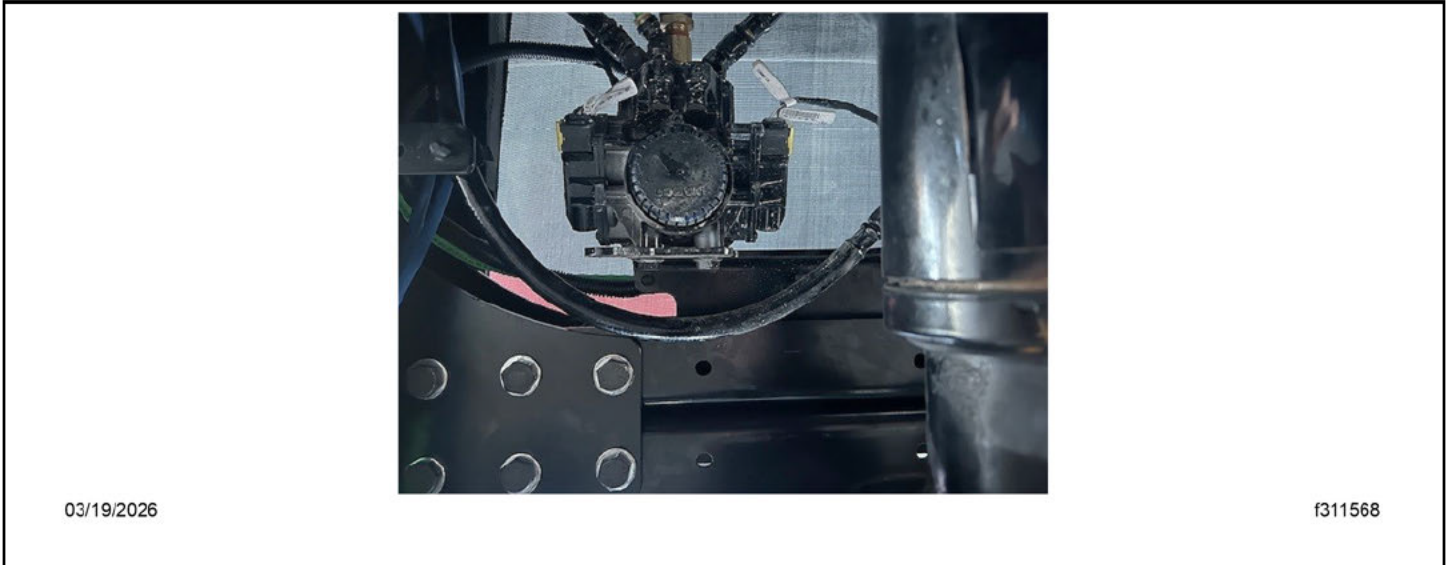
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**Fig 1, ABS Modulator Disconnected from the Middle Suspension Crossmember**

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7. Remove the harness, air lines, and grease hoses. Cut the zip ties to gain access to the crossmember. See [Fig. 2](#).



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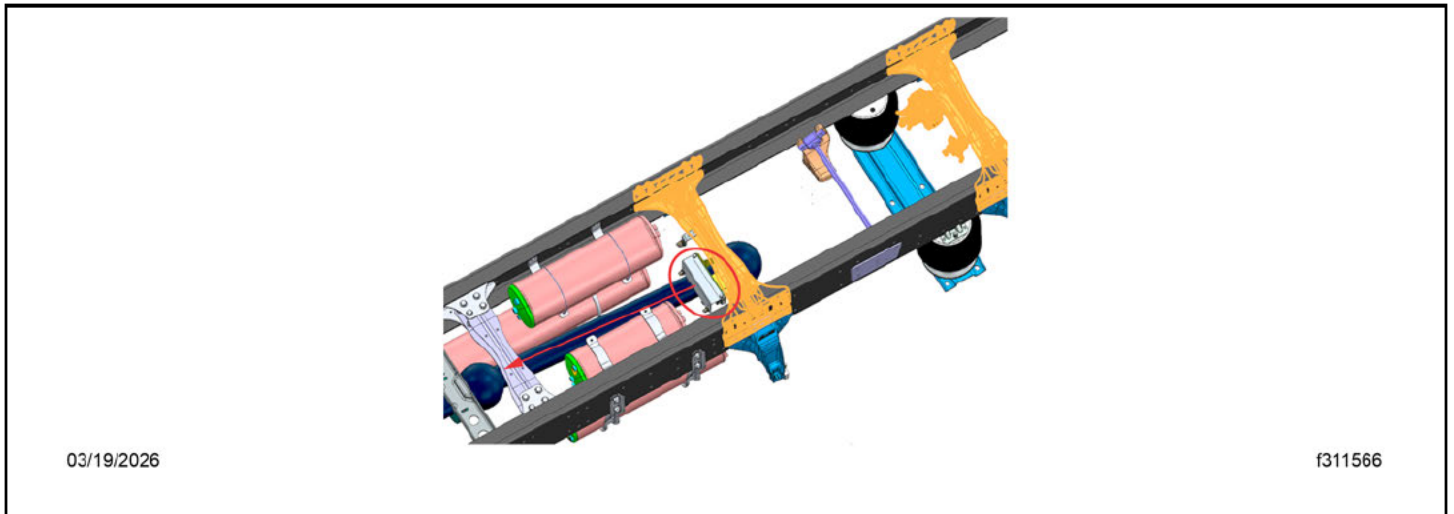
**Fig 2, Crossmember with the Harness, Air Lines, and Grease Hoses Removed**

8. Disconnect any wiring for the lights or side markers that interfere with access.
9. Remove the wheel fenders and mounting brackets from both sides of the vehicle.
10. Remove the fasteners from the crossmember assembly. Remove the crossmember from the frame rails. If the fasteners are hucked, carefully remove the hucks using a cutter or torch.
11. Position the new crossmember and install the fasteners finger tight.
12. Tighten the fasteners at the frame first, then tighten the remaining bolts.
13. Use the ABS modulator mount bracket as a template to mark the locations of the new holes in the crossmember.
14. Measure and drill the holes in the crossmember. Mount the ABS modulator.
15. Move to the forward suspension crossmember and repeat steps 7 through 9.
16. The forward crossmember has an Electronically Controlled Pneumatic (ECP) unit mounted. Move the ECP forward to the midship crossmember (location 562). After repositioning the ECP, route the air lines and electrical harness. See [Fig. 3](#).

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**NOTE:** 11 of these trucks will have the older AAVA solenoid pack instead of an ECP. In this case, mount the AAVA to the new forward suspension crossmember.



**Fig 3, ECP with Rerouted Air Lines and Electrical Harness**

17. Install the harness, air lines, and grease lines. Secure them and inspect for damage.
18. Secure the hydraulic lines and air lines that were moved for access.
19. Paint the brackets and hardware, and touch up as required.
20. Remove the frame stands. Check the suspension operation and inspect for any air leaks.
21. Replace the protective tarp.
22. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF728 (Form WAR261).