

June 2019
SF585A

Subject: Receiver/Dryer Bracket and CAC Plumbing Interference

Models Affected: Specific Freightliner M2 106 model vehicles with DD5 engines manufactured October 10, 2016, through September 14, 2018

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks division, is initiating Field Service Campaign SF585A to modify the vehicles mentioned above.

There may be interference between the frame-mounted receiver/dryer bracket and the CAC hose.

The receiver/dryer bracket will be replaced with a shorter bracket.

There are approximately 2,400 vehicles involved.

Additional Repairs

Dealers must complete all outstanding 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 parts are now available and can be obtained by ordering the part number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF585, a list of the customers and vehicle identification numbers will be available on DTNACconnect. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF585

Campaign Number	Part Number	Part Description	Qty.
SF585A	A22-76726-000	BRACKET-MTG,R/D,FRM,M2,MDEG	1 ea
	01-34110-000	HOSE-CAC,RH,MDEG,950 RAD	1 ea
	WAR261	BLANK COMPLETION STICKER	1 ea

Table 1

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF585A	Replace AC receiver/dryer bracket and inspect CAC hose	0.3	996-F046A	12-Repair Recall/Campaign
	Replace AC receiver/dryer bracket and inspect/replace CAC hose	0.5	996-F046B	12-Repair Recall/Campaign

Table 2

IMPORTANT: When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

Claims for Credit

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. Please reference the following information in OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF585-A**).
- In the Primary Failed Part field, enter **25-SF585-000**.
- In the Parts section, enter the appropriate part number as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **001-001-234** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on June 30, 2020**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACConnect.com.

IMPORTANT: OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed. Also, check for a completion sticker before beginning work.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resaleable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNACConnect.com / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Receiver/Dryer Bracket and CAC Plumbing Interference

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks division, is initiating Field Service Campaign SF585A to modify specific Freightliner M2 106 model vehicles with DD5 engines manufactured October 10, 2016, through September 14, 2018.

There may be interference between the frame-mounted receiver/dryer bracket and the CAC hose.

The receiver/dryer bracket will be replaced with a shorter bracket.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The campaign will take approximately 1 hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on June 30, 2020**. 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 Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks 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.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

Subject: Receiver/Dryer Bracket and CAC Plumbing Interference

Models Affected: Specific Freightliner M2 106 model vehicles with DD5 engines manufactured October 10, 2016, through September 14, 2018

Receiver-Dryer Bracket Replacement

1. Inspect the base label (Form WAR259) for a completion sticker for SF585 (Form WAR261). If a sticker is present for campaign SF585, no work is needed. If there is no sticker, continue with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Remove the four receiver-dryer mounting bracket fasteners. See [Fig. 1](#).
4. Remove the receiver-dryer mounting bracket.
5. Check for damage to the lower edge of the CAC hose, from contacting the mounting bracket. Replace the CAC hose if damaged.
 - 5.1 Loosen the two CAC hose clamps, and slide them to the center of the hose.
 - 5.2 Remove the CAC hose from the CAC and CAC pipe.
 - 5.3 Place the original clamps on the new CAC hose. Install the new CAC hose ensuring that the hose is fully installed onto the CAC and the CAC pipe.
 - 5.4 Position the CAC clamps at each end of the CAC hose pointing the hose clamps downward if possible. Torque the clamps to 98 lbf-in (1107 N-cm).
6. Install the new receiver-dryer mounting bracket. Tighten the upper fasteners to 14 to 16 lbf-ft (19 to 22 N-m). Tighten the lower fasteners to 30 lbf-ft (41 N-m). See [Fig. 1](#).

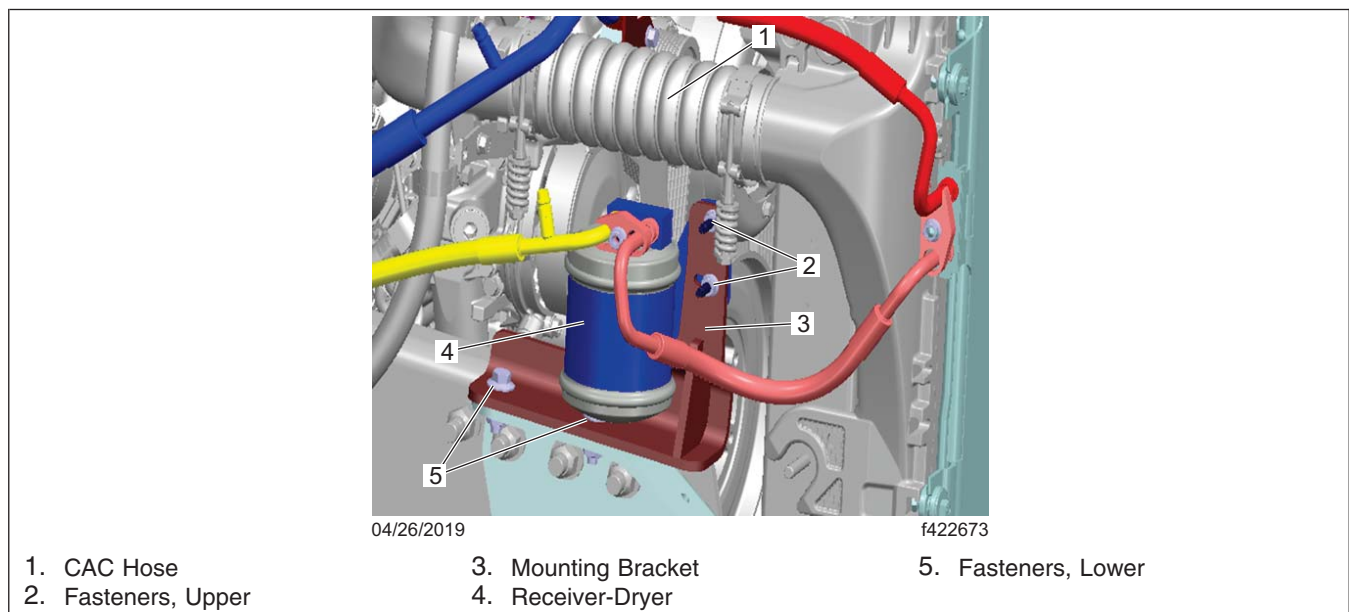


Fig. 1, Receiver-Dryer Bracket and CAC Hose

7. Clean a spot on the base label (Form WAR259) and attach a completion sticker for SF585 (Form WAR261) to indicate the work has been completed.