

June 2021  
SF627A

## Subject: FCCC XCM Right-Hand Steering Column Stalk

**Models Affected: Specific Model Year 2021 Freightliner Custom Chassis XCM model chassis, manufactured July 20, 2020, through November 7, 2020.**

### General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF627A to modify the vehicles mentioned above.

Our records indicate that an incorrect three-stage engine brake switch was installed on the right-hand column stalk of your vehicle.

The steering column stalk will be replaced with a stalk that has a single-stage engine brake switch applicable to a Cummins VGT (Variable Geometry Turbo).

There are approximately 67 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 failing 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(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF627, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this campaign.

**Table 1** - Replacement Parts for SF627

Campaign Number	Part Number	Part Description	Qty.
SF627A	06-87751-006	CONTROL-SHFTR ON/OFF BK,LIN	1 ea
	WAR260	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
SF627A	SWITCH, ENGINE BRAKE, COLUMN MTD, FCCC, REPLACE	1.0	996-F098A	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 condition code (**SF627-A**).
- In the Primary Failed Part field, enter **25-SF627-000**.
- 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 0.4 hours.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on June 30, 2022**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNAConnect.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 DTNAConnect.com/WSC, or the Customer Assistance Center at (800) 385-4357, 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: FCCC XCM Right-Hand Steering Column Stalk

Daimler Trucks North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF627A to modify specific Model Year 2021 Freightliner Custom Chassis XCM model chassis, manufactured July 20, 2020, through November 7, 2020.

Our records indicate that an incorrect three-stage engine brake switch was installed on the right-hand column stalk of your vehicle.

The steering column stalk will be replaced with a stalk that has a single-stage engine brake switch applicable to a VGT turbo.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, go to [Daimler-TrucksNorthAmerica.com/Contact-Us/](http://Daimler-TrucksNorthAmerica.com/Contact-Us/). Scroll down to "Locate a Dealer," and select the appropriate brand. The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on June 30, 2022**. 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, DTNA will not pay for any damage caused by failure to properly maintain your vehicle. DTNA 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, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.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: FCCC XCM Right-Hand Steering Column Stalk

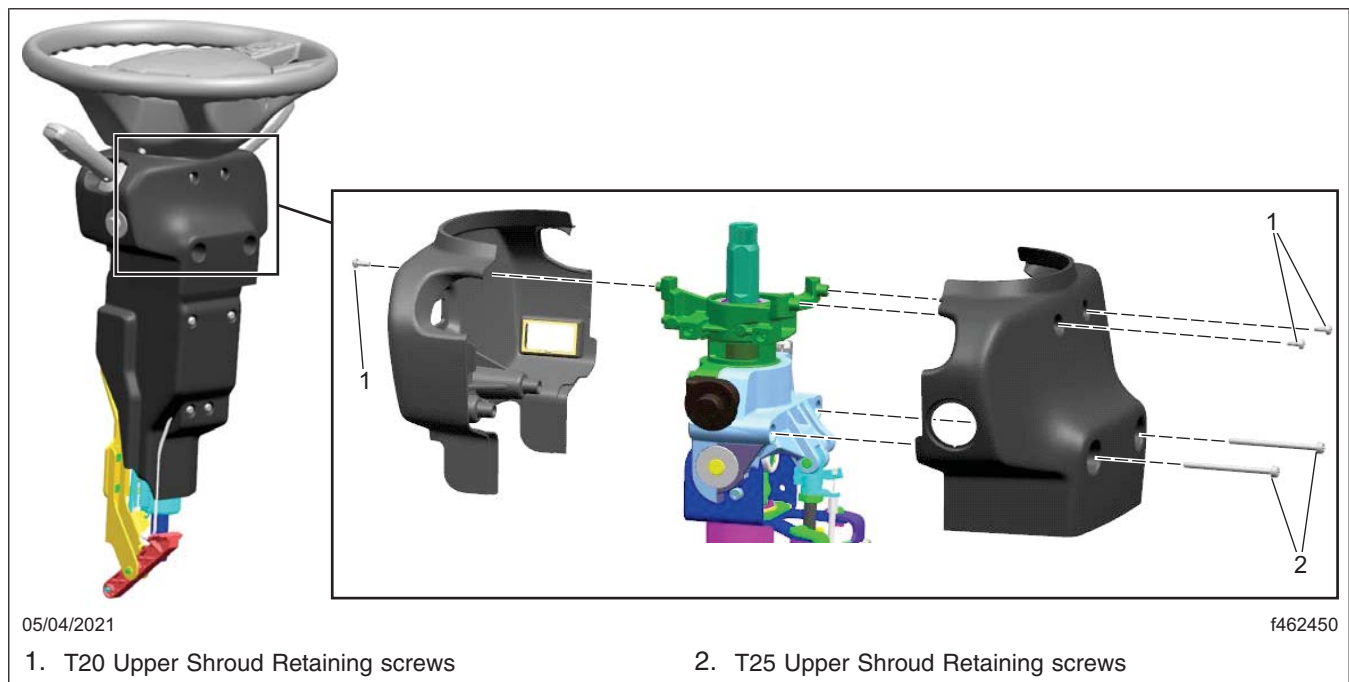
**Models Affected:** Specific Model Year 2021 Freightliner Custom Chassis XCM model chassis, manufactured July 20, 2020, through November 7, 2020.

### Shift Lever Replacement

1. Inspect the base label (Form WAR259) for a completion sticker for SF627 (Form WAR260). The base label is usually located on the front wall under the dash. If a sticker is present for SF627, no work is needed. If there is no sticker, proceed with the steps below.

**IMPORTANT:** Do not remove the steering column shrouds from the vehicle. This would require disconnecting and connecting multiple switches, and will take more time than is allowed by the standard repair time (SRT). Only separate the shrouds enough to gain access to the fasteners that attach the shifter lever to the steering column.

2. Remove the three T20 and two T25 Torx® head screws that attach the steering column shrouds to the steering column, and then separate them enough to gain access to the fasteners that attach the shifter lever to the steering column. See [Fig. 1](#). Retain the screws for reuse.

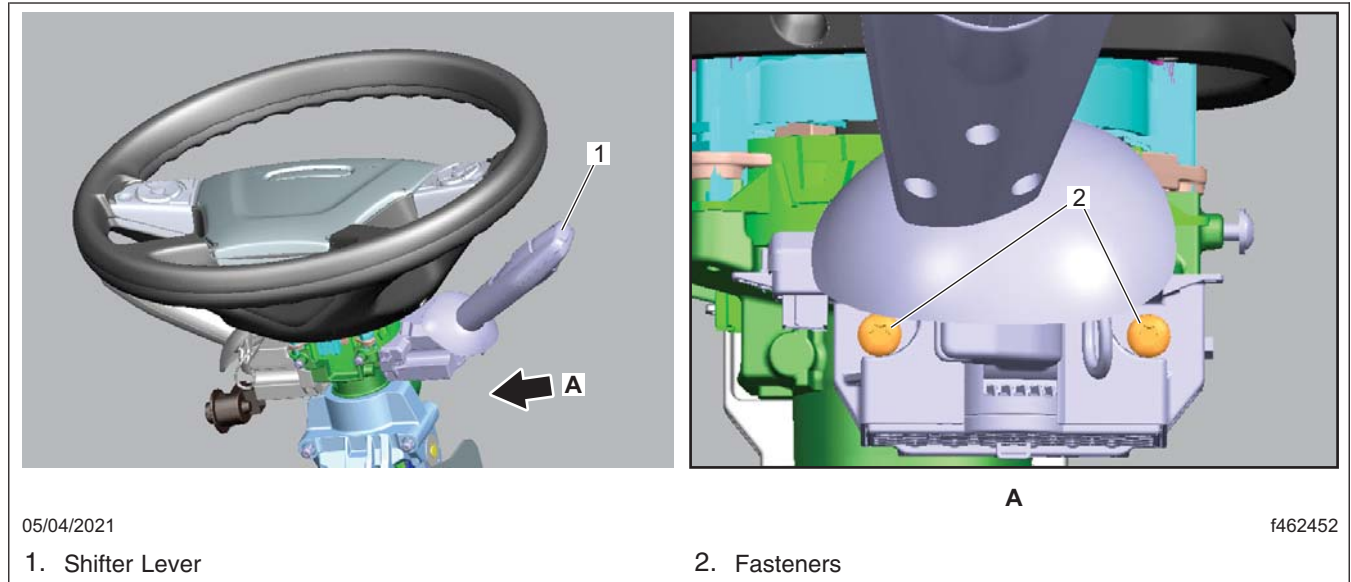


**Fig. 1, Detaching the Steering Column Shroud**

3. Disconnect the shifter harness connector, and then cut open any cable ties.

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4. Remove the two fasteners that attach the shifter lever to the steering column, and then remove the shifter lever. See **Fig. 2**. Retain the fasteners for reuse, and discard the shifter lever.



**Fig. 2, Shifter Lever Attachment**

5. See **Fig. 3** and **Fig. 4** for incorrect and correct engine brake switches respectively. Position a new single stage VGT engine brake stalk switch, and then install the two T25 screws that attach the shifter lever to the steering column. See **Fig. 2**. Tighten the screws 2.1 to 2.5 lbf-ft (2.84 to 3.38 N-m)



**Fig. 3, Incorrect Switch (06-87751-005)**



**Fig. 4, Correct Switch (06-87751-006)**

6. Connect the shifter lever electrical connector, and then secure the connector wire harness using cable ties.
7. Position both the upper column shrouds on the steering column, and install the fasteners as per sequence below. See **Fig. 2**.
  - 7.1 Install the three T20 Torx head screws, but do not tighten at this time.
  - 7.2 Install the two T25 Torx head screws. Tighten the screws 2.1 to 2.5 lbf-ft (2.84 to 3.38 N-m)
  - 7.3 Tighten the three T20 Torx head screws 0.8 lbf-ft (1.1 N-m).

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## **Engine Brake Parameter Update**

1. Connect the laptop to the vehicle J1939 connector.
2. Turn the ignition key to ON position.
3. Open the DiagnosticLink, and install parameter 26-04002-005.
4. After the parameter installation is complete, turn the ignition OFF.
5. Start the engine, and confirm the shifter functions properly. Make sure there are no warning signs displaying on the instrument panel.
6. Test drive the vehicle to confirm the transmission shifts, and the engine brake works properly.
7. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF627 (Form WAR260), indicating this work has been completed.