

March 2020
SF596A

Subject: FCCC Bus Chassis Drag Link Interference

Models Affected: Specific Model Year 2017-2020 Freightliner Custom Chassis S2 and B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), manufactured June 29, 2016, through May 10, 2019.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF596A to modify the vehicles mentioned above.

Certain vehicles may experience interference between the front spring hanger bracket and the drag link during a right-hand turn.

Vehicles will be inspected to determine if there is adequate clearance between the spring hanger bracket and the drag link. If clearance is not adequate, the pitman arm will be replaced.

There are approximately 793 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(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF596, 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 SF596

Campaign Number	Part Number	Part Description	Qty.
SF596A	14-20568-000	PITMAN ARM	1 ea
	23-09114-004	WASHER-FLAT,STEEL, HARDENED, 3/4 IN	2 ea
	23-11758-400	SCREW-CAP,HEX,3/4-16,G	1 ea
	23-13833-212	NUT-HEX,LOCKING,3/4-16	1 ea
	14-17288-000	DRAGLINK-STRG,THP60,M2,10	1 ea
	23-00800-407	PIN-COTTER,1 3/4 X 1/8	1-2 ea
	WAR261	BLANK COMPLETION STICKER	1 ea

Table 1

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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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF596A	Inspect Drag Link for Clearance	0.2	996-F200A	06-Inspect
	Inspect Drag Link for Clearance and Replace Pitman Arm	0.5	996-F200B	12-Repair Recall/Campaign
	Inspect Drag Link for Clearance and Replace Both Pitman Arm and Drag Link	0.8	996-F200C	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 (**SF596-A**).
- In the Primary Failed Part field, enter **25-SF596-000**.
- In the Parts section, enter the appropriate 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 be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on March 31, 2021**. 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. Export distributors submit a Web inquiry, or contact your International Service Manager.

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Copy of Notice to Owners

Subject: FCCC Bus Chassis Drag Link Interference

Daimler Trucks North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF596A to modify specific Model Year 2017-2020 Freightliner Custom Chassis S2 and B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), manufactured June 29, 2016, through May 10, 2019.

Certain vehicles may experience interference between the front spring hanger bracket and the drag link during a right-hand turn.

Vehicles will be inspected to determine if there is adequate clearance between the spring hanger bracket and the drag link. If clearance is not adequate, the pitman arm will be replaced.

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, go to 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 March 31, 2021**. 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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address 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 Bus Chassis Drag Link Interference

Models Affected: Specific Model Year 2017-2020 Freightliner Custom Chassis S2 and B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), manufactured June 29, 2016, through May 10, 2019.

Procedure

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF596 (Form WAR261). If a sticker is present for campaign SF596, no work is needed. If there is no sticker, proceed with the steps below.
2. Apply the parking brake, chock the rear tires, and open the hood.

NOTE: The tires may need to be turned approximately 10 to 15 degrees to inspect the drag link for proper clearance.

3. Inspect the drag link for 1/4-inch clearance between the drag link ball socket and spring hanger bracket. See [Fig. 1](#).



Fig. 1, Inspecting for Proper Clearance

4. If there is less than 1/4-inch of clearance, inspect the drag link for damage caused by rubbing on the spring hanger bracket.

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5. If there is proper clearance between the drag link ball socket and spring hanger bracket, no further work is needed. Go to step 19.
If there is not proper clearance between the drag link ball socket and spring hanger bracket, go to the next step.
6. Close the hood, remove the chocks, and release the parking brake.
7. Position the front tires straight ahead. If possible, drive the vehicle in a straight line for a short distance, stopping at the spot where service work will be performed.

IMPORTANT: Do not move the tires from the straight-ahead position during removal or at any time while the drag link is removed.

8. Apply the parking brake, chock the rear tires, and open the hood.
9. Remove the cotter pin and castle nut where the drag link is attached to the pitman arm. See **Fig. 2**. If the drag link requires replacement, remove the cotter pins and castle nuts from both ends of the drag link.

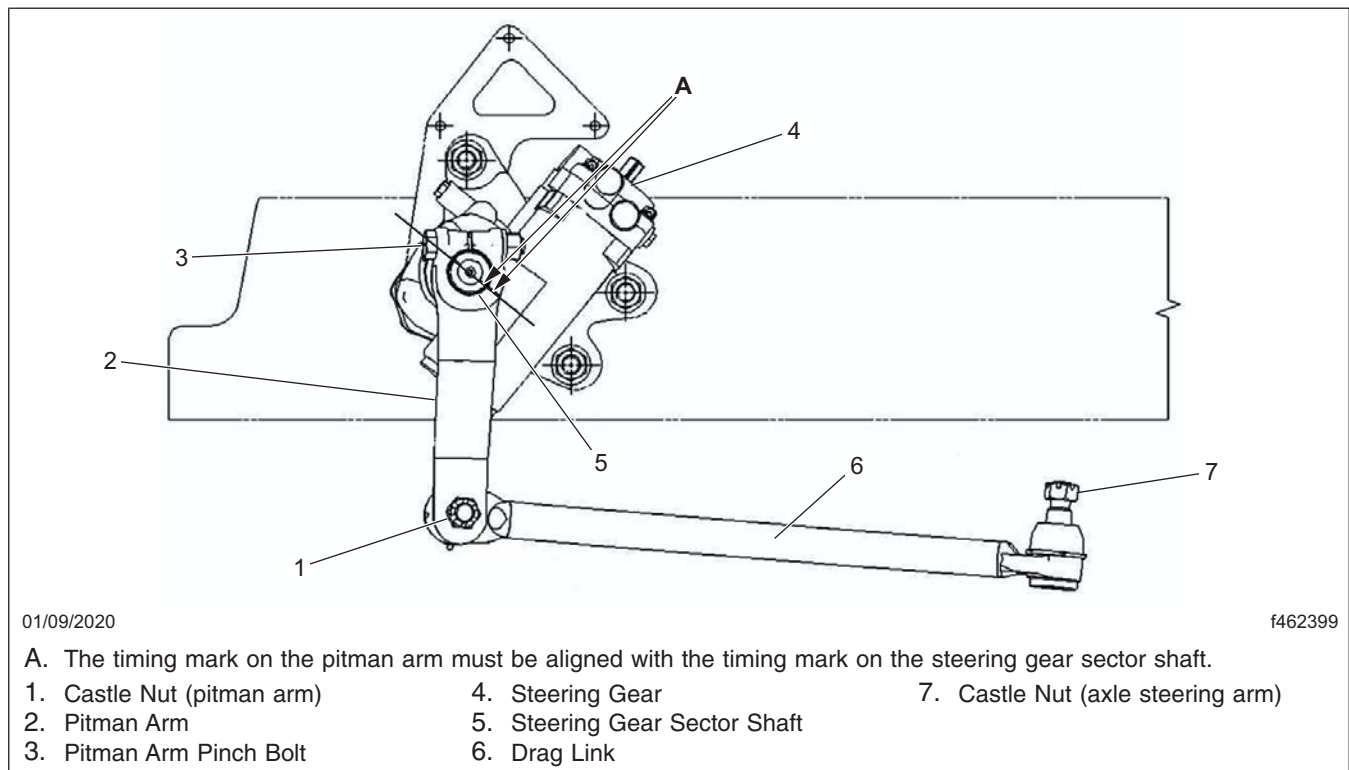


Fig. 2, Drag Link and Pitman Arm Assembly

10. Using a ball stud removal tool, remove the ball studs from the pitman arm and the axle steering arm.
11. Check the ball stud cover for damage. If necessary, replace the cover using the instructions in **Section 46** of the applicable workshop manual.
12. Clean the end of the steering gear sector shaft, if necessary, and locate the timing mark.
13. Remove and discard the pitman arm pinch bolt, nut, and washers, then remove the pitman arm.
14. Install the new pitman arm. Ensure that the pitman arm and sector shaft timing marks are aligned. See **Fig. 2**, Ref. A.
15. Attach the pitman arm using a new pinch bolt, washers, and nut. Tighten the nut 195 lbf-ft (264 N-m).

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16. Install the drag link ball socket stud in the pitman arm.

If replacing the drag link, insert the other end of the drag link in the axle steering arm.

IMPORTANT: Do not back off the castle nut(s) to align the hole. Continue tightening until the cotter pin(s) can be inserted, then bend the ends of the cotter pin(s) over the castle nut.

17. Install the castle nut(s) and tighten 145 lbf-ft (197 N-m).

18. Install the cotter pin(s), then bend the ends of the cotter pin(s) over the castle nut.

19. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF596 (Form WAR261) indicating this work has been completed.