



**VEHICLE FACTORS ATTACHMENT**

**2005 Freightliner Recalls and Service Campaigns**

**Greenville, AL**

**HWY21MH009**

(45 pages)

## Subject: ArvinMeritor Rear Drive Axle Lock Screws

**Models Affected: Specific Freightliner Argosy, Business Class, Business Class M2, Century Class S/T, Classic/Classic XL. Columbia, Coronado, and FLD vehicles; Sterling A-/L-Line and Acterra vehicles; and Western Star 4900 vehicles manufactured between February 18, 2004, and September 28, 2005. (Please note, there are seven American LaFrance vehicles and six Freightliner Custom Chassis school bus chassis also involved in this campaign.)**

### General Information

Freightliner LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiary, Sterling Truck Corporation, is initiating Field Service Campaign SF355A to modify the vehicles mentioned above.

On some drive axles, ArvinMeritor has reported that the rear drive axle lock screw holding the axle adjusting ring can shear off, allowing the adjuster ring to rotate. In severe cases, gear damage may result.

A screw will be installed to provide a redundant lock, preventing the adjuster ring from rotating. If the adjuster ring has rotated the differential carrier will be replaced.

There are approximately 40,000 vehicles involved.

**REVISION:** Due to early repairs in the field and continuing repairs by ArvinMeritor outside this campaign, dealers may encounter vehicles that have already had the lock screw installed in the adjuster ring. An SRT has been added to SF355A covering this situation. Please see the Labor Allowance Table below.

### 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 their 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

If our records show your dealership has ordered any vehicle(s) involved in campaign SF355A, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this campaign.

For SF355A you will use both a campaign kit and additional tools which will be provided directly by ArvinMeritor. Please see **Tables 1** and **2** below. Please schedule this campaign when all necessary items are on hand. Expedited freight may not be included on claims.

- Table 1 - Campaign kit
- Table 2 - ArvinMeritor Service Kits (drill guides/drill bits and ordering instructions)

# Field Service Campaign

February 2007  
SF355A  
REVISED NOTICE

**Table 1** - Replacement Parts for SF355A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
SF355A	25-SF355-000	Self-tapping screw	FRK 06 10065	1 ea	\$1.88 US \$2.39 CAN
		Loctite 242		1 ea	
		Completion Sticker	WAR261	1 ea	

\* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Field Service Campaigns.

**Table 1**

**IMPORTANT:** If a differential carrier must be replaced, either because the adjuster ring has shifted (see step 10 in the Work Instructions) or the vehicle has had a failure prior to performing SF355, you must contact OnTrac for an authorization number. This number and the vehicle serial number must be included on your order for the replacement carrier and in the story on the field service claim. Please contact ArvinMeritor as follows with the necessary information available:

- ArvinMeritor OnTrac Technical Support Center  
(866) 668-7221
- Axle model - RR-RR 20 145
- Axle serial number
- Vehicle Identification Number (VIN)

OnTrac will give you an an authorization number, the correct part number to order, and the amount of additional time that may be included on the claim.

**Table 2** - ArvinMeritor Service Kits (Drill Guides/Drill Bits and Ordering Instructions)

One or more sets of one drill guide and four drill bits will be shipped to all Freightliner, Sterling, and Western Star dealers by ArvinMeritor at the beginning of the campaign. Each drill guide is estimated to be useable for approximately 50 vehicles; each drill bit is estimated to be useable for approximately 20 vehicles. For additional or to replace lost guides and bits please use the following contact information (drill guides and drill bits are NOT available through Freightliner):

- ArvinMeritor OnTrac Technical Support Center  
(866) 668-7221

Campaign Number	Kit Description	Part Description	ArvinMeritor Kit Number	Qty. per Kit	Suggested Wholesale
SF355A	ArvinMeritor Service Kit	Drill Guide	FRK 06 10067-F	1 ea	Provided by ArvinMeritor at No Charge
		Size "L" Drill Bits		4 ea	
	ArvinMeritor Service Kit	Size "L" Drill Bits	FRK 06 10068	4 ea	Provided by ArvinMeritor at No Charge

**Table 2**

## Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

## Labor Allowance

**Table 3** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
SF355A	Install rear drive axle lock screw	0.6	996-0693A	000-Modifiedx
SF355A	Vehicle already repaired (Lock screw installed with no completion sticker and no claim in ServicePro)	0.1	996-0693B	000-Inspected

**Table 3**

**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 labor, parts, and handling by submitting your claim through the Warranty system within 30 days of completing the campaign. Please reference the following information in QuickClaim:

- Claim type is **Field Service**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**SF355A**).
- In the Primary Failed Part Number field, enter **25-SF355-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. Enter the campaign kit only; the drill guides and drill bits are being provided at no charge by ArvinMeritor, see the "Replacement Parts" section above. NOTE: If a differential carrier is replaced, gaskets, Loctite, and oil for the hubs may be included on the claim. Excessive amounts will be denied.

**IMPORTANT:** If a differential carrier must be replaced, either because the adjuster ring has shifted (see step 10 in the Work Instructions) or the vehicle has had a failure prior to performing SF355, you must contact OnTrac for an authorization number. This number must be included on your order for the replacement carrier and in the story on the field service claim. Please contact ArvinMeritor as follows with the necessary information available:

- ArvinMeritor OnTrac Technical Support Center  
(866) 668-7221
- Axle model - RR-RR 20 145
- Axle serial number
- Vehicle Identification Number (VIN)

OnTrac will give you an an authorization number, the correct part number to order, and the amount of additional time that may be included on the claim.

- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.

NOTE: If a vehicle already has the lock screw installed in the adjuster ring AND there is no completion sticker on the vehicle and no claim for SF355A visible in ServicePro, no further work is necessary. Please file an inspection claim using the appropriate SRT from **Table 3**, Labor Allowance above.

This Field Service Campaign will **terminate on January 31, 2008**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on AccessFreightliner.com.

# Field Service Campaign

**FREIGHTLINER**<sup>®</sup>  
LLC

A DaimlerChrysler Company

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February 2007  
SF355A  
REVISED NOTICE

IMPORTANT: ServicePro<sup>®</sup> 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. 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.)

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, Web inquiry at [AccessFreightliner.com](http://AccessFreightliner.com) / Support / Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

## Copy of Letter to Owner

### Subject: ArvinMeritor Rear Drive Axle Lock Screws

Freightliner LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiary, Sterling Truck Corporation, is initiating Field Service Campaign SF355A to modify specific Freightliner Argosy, Business Class, Business Class M2, Century Class S/T, Classic/Classic XL, Columbia, Coronado, and FLD vehicles; Sterling A-/L-Line and Acterra vehicles; and Western Star 4900 vehicles manufactured between February 18, 2004, and September 28, 2005. (Please note, there are seven American LaFrance vehicles and six Freightliner Custom Chassis school bus chassis also involved in this campaign.)

On some drive axles, ArvinMeritor has reported that the rear drive axle lock screw holding the axle adjusting ring can shear off, allowing the adjuster ring to rotate. In severe cases, gear damage may result.

A screw will be installed to provide a redundant lock, preventing the adjuster ring from rotating. If the adjuster ring has rotated the differential carrier will be replaced.

Repair kits are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified as soon as possible and to assure that parts are available at the dealer. To locate a dealer, search online at [www.FreightlinerTrucks.com](http://www.FreightlinerTrucks.com), [www.SterlingTrucks.com](http://www.SterlingTrucks.com), [www.WesternStar.com](http://www.WesternStar.com), or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to Field Service Campaign **SF355A** and your vehicle identification number. Once kit(s) are received at the dealership, the campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on January 31, 2008**. Please make sure your vehicle(s) is modified prior to this date. Modifications completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Freightliner LLC will not pay for any damage caused by failure to properly maintain your vehicle. Freightliner 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.

**IMPORTANT:** When the campaign has been completed on your vehicle, please ensure that a completion sticker has been affixed to your vehicle referencing **SF355A**.

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 [WarrantyCampaigns@Freightliner.com](mailto:WarrantyCampaigns@Freightliner.com), or the Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP, after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

# Field Service Campaign

February 2007  
SF355A  
REVISED NOTICE

## Work Instructions

### Subject: ArvinMeritor Rear Drive Axle Lock Screws

**Models Affected: Specific Freightliner Argosy, Business Class, Business Class M2, Century Class S/T, Classic/Classic XL. Columbia, Coronado, and FLD vehicles; Sterling A-/L-Line and Acterra vehicles; and Western Star 4900 vehicles manufactured between February 18, 2004, and September 28, 2005. (Please note, there are seven American LaFrance vehicles and six Freightliner Custom Chassis school bus chassis also involved in this campaign.)**

NOTE: If a vehicle already has the lock screw installed in the adjuster ring AND there is no completion sticker on the vehicle and no claim for SF355A visible in ServicePro, no further work is necessary. Please file an inspection claim using the appropriate SRT from **Table 3**, Labor Allowance.

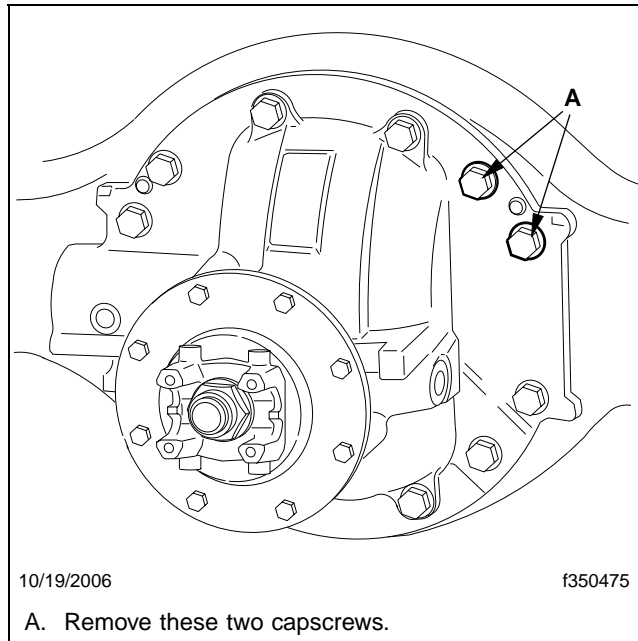
IMPORTANT: If a differential carrier must be replaced, either because the adjuster ring has shifted (see step 10 below) or the vehicle has had a differential carrier failure prior to performing SF355, you must contact OnTrac for an authorization number. This number and the vehicle serial number must be included on your order for the replacement carrier and in the story on the field service claim. Please contact ArvinMeritor as follows with the necessary information available:

- ArvinMeritor OnTrac Technical Support Center  
(866) 668-7221
- Axle model - RR-RR 20 145
- Axle serial number
- Vehicle Identification Number (VIN)

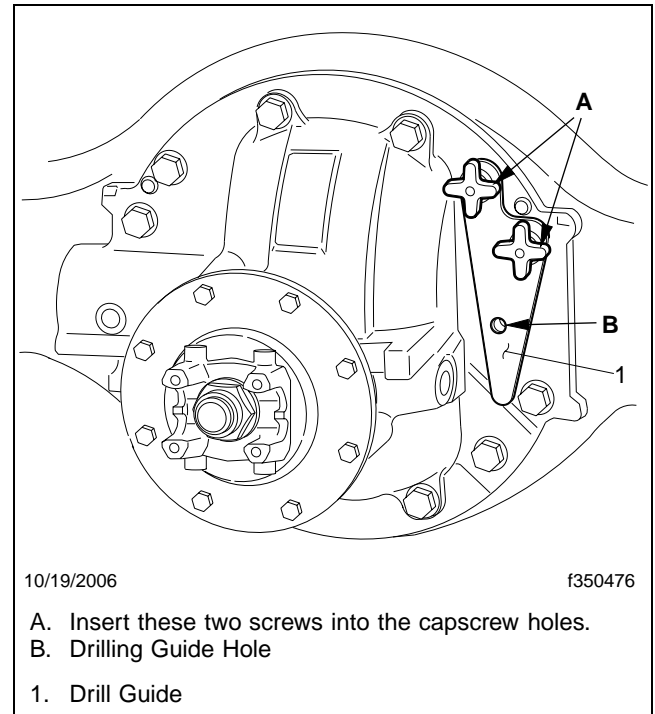
OnTrac will give you an authorization number, the correct part number to order, and the amount of additional time that may be included on the claim.

### Lock Screw Installation

1. Check the base label (Form WAR259) for a completion sticker for SF355 (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 sticker is present, nothing further needs to be done. If there is no sticker, go to the next step.
2. Shut down the engine, set the parking brake, and chock the tires.
3. Drain the air system.
4. To allow easier access for drilling, disconnect the inboard brake air line from the left-side air chamber at the rear-rear axle.
5. Remove and retain the two carrier-to-housing capscrews. They are the first two capscrews located above the centerline of the rear-rear axle on the driver's side. See **Fig. 1**.
6. Clean the carrier-to-housing joint holes to remove excess sealant.
7. Install the drill guide from the ArvinMeritor service kit onto the carrier by aligning the drill guide dowels with the carrier-to-housing holes. Hand-tighten the drill guide knobs to secure the drill guide to the carrier. See **Fig. 2**. Verify that the three drill guide rest buttons, located on the bottom of the drill guide, are secure against the carrier face before drilling.
8. Install a size "L" drill bit from the ArvinMeritor service kit into the drill chuck. Insert the drill bit into the drill guide bushing. Lubricate the drill bit to reduce heat and prolong drill bit life.



**Fig. 1, Rear-Rear Axle Carrier**



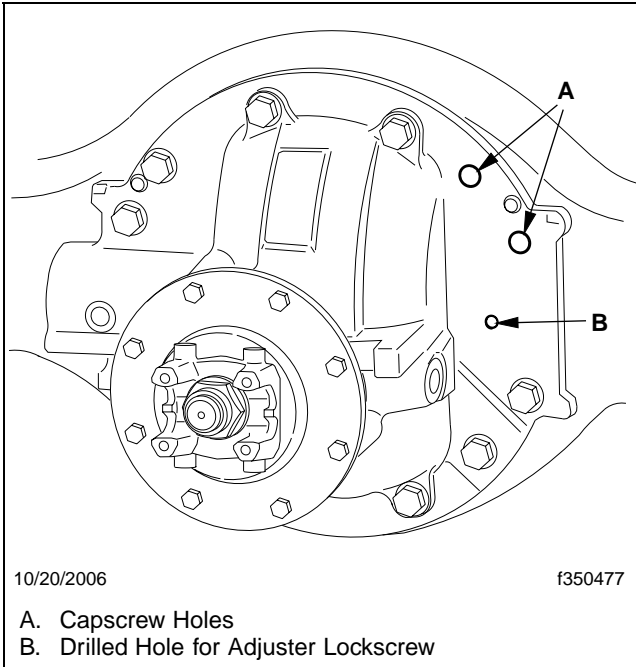
**Fig. 2, Installing the Drill Guide**

9. Drill completely through the carrier flange, which is approximately 3/4-inches (19-mm) thick (this will take a few minutes). Remove the drill bit immediately after breaching through the flange to minimize debris.
10. Check for adjusting ring lug clearance. With the size "L" drill bit still in the drill chuck, reinsert the drill bit into the drilled hole until the drill chuck contacts the drill guide bushing.
  - If you can insert the drill bit into the drilled hole until the drill chuck contacts the drill guide bushing, or the drill chuck comes within 1/2-inch (12.7 mm) or closer to the drill guide bushing, proceed to step 11.
  - If you insert the drill bit and it contacts the adjusting ring, stopping when the drill chuck is 1-inch (25.4 mm) or more away from the drill guide bushing, contact the ArvinMeritor OnTrac Technical Support Center for assistance (see contact information at the beginning of these Work Instructions). Follow the instructions given by OnTrac. If a differential carrier replacement is needed go to "Replacing the Differential Carrier" in these Work Instructions.
11. Remove the drill guide fixture. See **Fig. 3**.
12. Apply Loctite® 242 from the kit to the threads of the self-tapping adjusting lock capscrew from the kit, then install the lockscrew in the hole previously drilled. Tighten the lockscrew to 25 lbf-ft (34 N·m). The adjuster lockscrew should now be located between the two lugs of the adjuster ring, inside the differential. See **Fig. 4**.
13. Clean the threads and apply Loctite 242 to the threads of the two previously removed carrier capscrews, and install them. Tighten them 150 to 230 lbf-ft (203 to 312 N·m).
14. Connect the air line to the brake air chamber.
15. Clean a spot on the base label (Form WAR259). Attach a completion sticker (Form WAR 261) for campaign SF355 to the base label.
16. Remove the chocks.



# Field Service Campaign

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SF355A  
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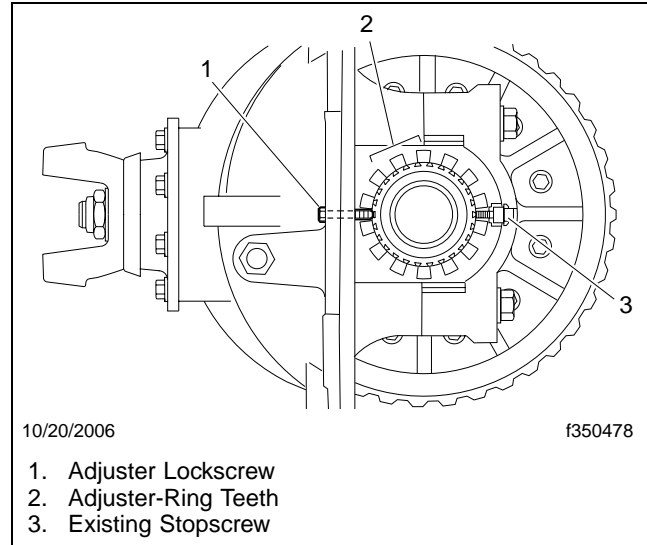


10/20/2006

f350477

- A. Capscrew Holes
- B. Drilled Hole for Adjuster Lockscrew

**Fig. 3, Drill Guide Removed**



10/20/2006

f350478

- 1. Adjuster Lockscrew
- 2. Adjuster-Ring Teeth
- 3. Existing Stopscrew

**Fig. 4, Adjuster Lockscrew Installed  
(cross-section view)**

## Replacing the Differential Carrier

**IMPORTANT:** If a differential carrier must be replaced, either because the adjuster ring has shifted (see step 10 above) or the vehicle has had a differential carrier failure prior to performing SF355, you must contact OnTrac for an authorization number. This number and the vehicle serial number must be included on your order for the replacement carrier and in the story on the field service claim. Please contact ArvinMeritor as follows with the necessary information available:

- ArvinMeritor OnTracTechnical Support Center  
(866) 668-7221
- Axle model - RR-RR 20 145
- Axle serial number
- Vehicle Identification Number (VIN)

OnTrac will give you an an authorization number, the correct part number to order, and the amount of additional time that may be included on the claim.

1. Put the transmission in neutral.
2. If not already done, release the suspension air pressure.

### **WARNING**

**Never work under a vehicle that is supported only by a jack. Jacks can slip, resulting in serious personal injury or death. Always use safety stands to support a vehicle when working under it.**

# Field Service Campaign

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SF355A  
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3. Using suitable jacks, raise the vehicle evenly until there is room to fit a jack underneath the axle housing. Support the frame with safety stands.
4. Remove the tires and wheels.
5. Drain the oil from the axle housing into a clean container.
6. Using suitable straps, support the driveshaft by attaching it to the frame rail with suitable straps, then disconnect the driveshaft from the carrier yoke.
7. Remove the axle shafts.
  - 7.1 On one side of the vehicle, place a basin under the axle shaft flange.
  - 7.2 Remove the axle-shaft stud nuts.

** WARNING**

**Do not strike the circular driving lugs at the center of the axle shaft. This could cause pieces of the lugs to break off, which could result in serious personal injury.**

- 7.3 Hold a 1-1/2-inch diameter brass hammer inside the circular driving lugs and against the center of the axle shaft. See **Fig. 5**.

** CAUTION**

**Do not use a chisel or wedge to loosen the axle shaft or the tapered dowels. Doing so can result in damage to the axle shaft, the gasket and seal, and the hub.**

- 7.4 Strike the end of the brass drift with a heavy mallet to loosen the axle shaft and the tapered dowels, if so equipped.
- 7.5 Remove the tapered dowels (if so equipped), then the axle shaft.
- 7.6 Repeat the procedure on the other side of the vehicle.
8. Remove all the carrier-to-housing capscrews except for two at the top.
9. Using a plastic mallet, loosen the carrier in the axle housing by carefully hitting the carrier mounting flange at several points.
10. With the carrier loosened, remove the remaining two carrier-to-housing capscrews.

** WARNING**

**The differential carrier is heavy. Do not try to move it without a suitable support. To do so could result in the carrier falling, which could cause serious personal injury and component damage. Support the carrier with a suitable jack and chain it to the jack.**

** CAUTION**

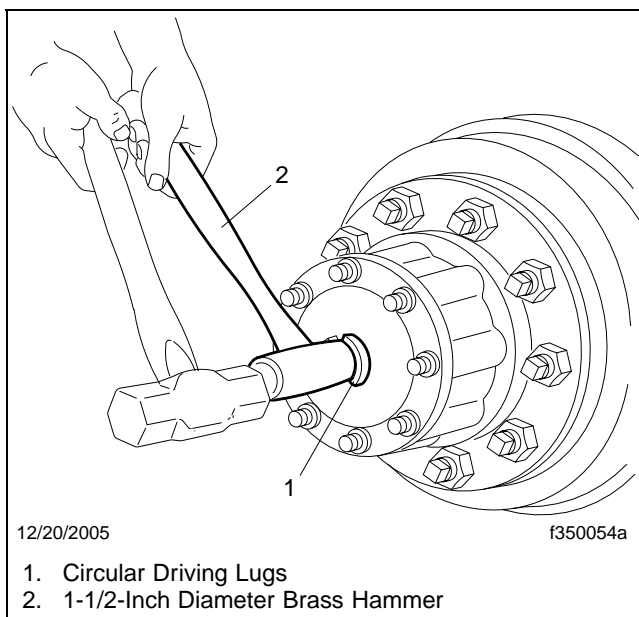
**Do not damage the mating surface on the axle housing. This can cause future oil leaks.**

11. Using the round end of a pry bar, remove the differential carrier from the axle housing.
12. Remove any old sealant material from the mating surfaces of the axle housing and the threads of the capscrews. Using a suitable solvent, clean the inside of the rear axle housing and the carrier mating surface. Follow all the solvent manufacturer's warnings and cautions. Dry all the surfaces.

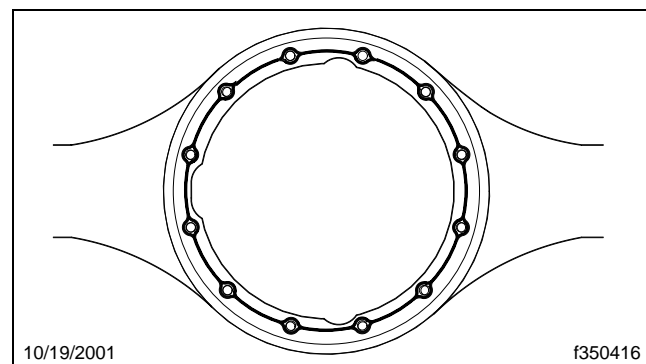
# Field Service Campaign

February 2007  
SF355A  
REVISED NOTICE

13. Apply a thin bead of Loctite<sup>®</sup> 5900 sealant all the way around the mating surface of the axle housing, and around each bolt hole. See **Fig. 6**.
14. Using a suitable transmission jack, install the new differential carrier in the axle housing.
  - 14.1 Position the new carrier as far into the axle housing as possible.
  - 14.2 Apply a 1/8-inch (3-mm) bead of Loctite 242 thread-locking compound around the threads of four carrier capscrews, about 1/4-inch (6 mm) from the end. Then apply one 1/8-inch (3-mm) bead of the compound longitudinally from the end of each capscrew to the head.
  - 14.3 Install the four capscrews equidistant from each other around the flange of the carrier, so they are in the four "corners" of the carrier flange. *Tighten the capscrews finger-tight.*
  - 14.4 Carefully push the carrier into position. In an alternate pattern, tighten the four capscrews two or three turns. Repeat until all four capscrews are tightened to a final torque value of 150 to 230 lbf-ft (203 to 312 N·m).
  - 14.5 Using the previous procedure, apply Loctite 242 to the threads of the remaining carrier capscrews and install them. Tighten them 150 to 230 lbf-ft (203 to 312 N·m).
15. Remove the jack from the differential carrier.
16. Connect the driveshaft to the input yoke on the new differential carrier.
17. Using new gaskets and existing fasteners, install the axle shafts.
  - 17.1 On one side of the vehicle, make sure the new gasket and the axle-shaft flange fit flush against the hub surface.
  - 17.2 If equipped with tapered dowels, install them over each stud and into the flange of the axle shaft. Use a punch or a brass drift and a hammer if needed.



**Fig. 5, Loosening the Axle Shaft**



**Fig. 6, Silicone Sealant Application**

17.3 Install the stud nuts and hardened washers on the studs. Tighten them as follows:

- 1/2–20 nuts: 75 to 115 lbf-ft (102 to 156 N·m)
- 5/8–18 nuts: 150 to 170 lbf-ft (203 to 230 N·m)

17.4 Repeat the procedure on the other side of the vehicle.

18. Lubricate the U-joint, following the procedure in **Group 41** of the applicable vehicle maintenance manual.
19. Install the wheels and tires. For instructions, see **Group 40** in the applicable vehicle service/workshop manual.
20. Using approved axle oil, fill the axle housing to the bottom of the fill hole, or until filled to capacity as shown in **Table 4**.

Approved Single Rear Axle Oil Type and Capacity		
Oil Type	Capacity: quarts (liters)	
	Hubs Full	Hubs Dry
80W-90 Gear Oil	10.6 (10.0)	12.2 (11.5)
75W-90 Synthetic Gear Oil		

**Table 4, Approved Single Rear Axle Oil Type and Capacity**

21. If the hubs are dry, raise one side of the vehicle about 4 inches (10 cm) to let the oil flow into the hub on the opposite side, then raise the other side in the same manner.

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 **CAUTION**

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**Make sure the hubs are filled. Driving with the hubs dry will cause bearing damage.**

22. Raise the vehicle, remove the safety stands, then lower the vehicle.
23. Start the engine, build the air pressure, and check that the suspension air bags inflate evenly and correctly. Make sure the ride height is correct.
24. Check the oil level in the axle housing. The level should be up to the bottom of the fill hole. Add approved axle oil, if needed.
25. Clean a spot on the base label (Form WAR259). Attach a completion sticker (Form WAR 261) for campaign SF355 to the base label.
26. Remove the chocks.

## Subject: Alternator Cable Clamps

**Models Affected: Specific Freightliner Century S/T and Columbia vehicles manufactured between February 5, 2003, and October 14, 2004 with Detroit Diesel Series 60 engines.**

### General Information

Freightliner LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF311A to modify the vehicles mentioned above.

The DEK clamps supporting the alternator cables at a bend radius, or the beginning of a bend radius, may wear into the cable insulation.

Some DEK clamps will be replaced and convoluted tubing will be installed on the ground cable. Both alternator to starter cables will be inspected and replaced, if needed.

There are approximately 7,000 vehicles involved.

**REVISION:** An SRT has been added for repairs that include fabricating the alternator cables.

### 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 their 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 kits are now available and can be obtained by ordering the kit number listed below from your facing Parts Distribution Center.

**IMPORTANT:** The replacement kits contain clamps and black convoluted tubing. If a damaged alternator cable is found during the inspection, replace it using the appropriate part(s) from stock or order by part number.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF311A, a list of the customers and vehicle identification numbers will be available on [AccessFreightliner.com](http://AccessFreightliner.com). Please refer to this list when ordering parts for this recall.

# Field Service Campaign

May 2005  
SF311A  
REVISED NOTICE

**Table 1 - Replacement Kits for SF311A**

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
SF311A	25-SF311-000	Cable Clamp - Cushion Half	BSC T2062PP	12 ea	\$15.76 US \$25.69 CAN
		Cable clamp - Cap	06-19690-000	6 ea	
		Black Convuluted Tubing	PAC 68237R	9 ft	
		Completion Sticker	WAR261	1 ea	

\* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Field Service Campaigns.

**Table 1**

## Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

## Labor Allowance

**Table 2 - Labor Allowance**

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
SF311A	Install Behringer clamps, install tubing on ground cable, and inspect alternator cable. Install new cable(s), if needed.	1.2	996-0617A	000-Modifiedx
	Install Behringer clamps, install tubing on ground cable, and inspect alternator cable. Install <b>fabricated</b> cable(s), if needed.	1.8	996-0617B	

**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 labor, parts, and handling by submitting your claim through the Warranty system within 30 days of completing the campaign. Please reference the following information in QuickClaim:

- Claim type is **Field Service**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**SF311A**).
- In the Primary Failed Part Number field, enter **25-SF311-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. A maximum of one positive alternator cable, one negative alternator cable, and freight for the cable(s) can be added to the claim, if needed.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.

# Field Service Campaign

May 2005  
SF311A  
REVISED NOTICE

This Field Service Campaign will **terminate on May 31, 2007**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on [AccessFreightliner.com](http://AccessFreightliner.com).

NOTE: ServicePro®/Service Advisor® 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. 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.)

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, Web inquiry at [AccessFreightliner.com](http://AccessFreightliner.com) / Support / Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

# Field Service Campaign

May 2005  
SF311A  
REVISED NOTICE

## Copy of Letter to Owner Subject: Alternator Cable Clamps

Freightliner LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF311A to modify specific Freightliner Century S/T and Columbia vehicles manufactured between February 5, 2003, and October 14, 2004 with Detroit Diesel Series 60 engines.

The DEK clamps supporting the alternator cables at a bend radius, or the beginning of a bend radius, may wear into the cable insulation.

Some DEK clamps will be replaced and convoluted tubing will be installed on the ground cable. Both alternator to starter cables will be inspected and replaced, if needed.

Repair kits are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified as soon as possible and to assure that parts are available at the dealer. To locate a dealer, search online at [www.Freightliner.com](http://www.Freightliner.com) or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to Field Service Campaign **SF311A** and your vehicle identification number. Once kit(s) are received at the dealership, the campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on May 31, 2007**. Please make sure your vehicle(s) is modified prior to this date. Modifications completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Freightliner LLC will not pay for any damage caused by failure to properly maintain your vehicle. Freightliner 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.

**IMPORTANT:** When the campaign has been completed on your vehicle, please ensure that a completion sticker has been affixed to your vehicle referencing **SF311A**.

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 [WarrantyCampaigns@Freightliner.com](mailto:WarrantyCampaigns@Freightliner.com), or the Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP, after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure



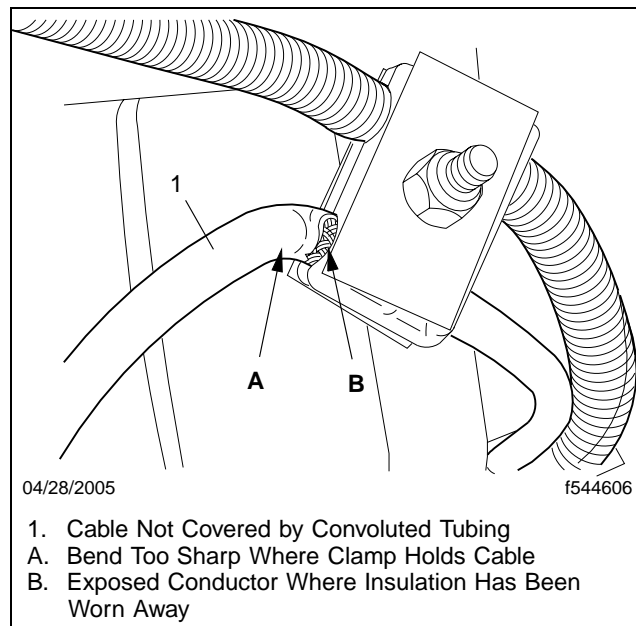
## Work Instructions

### Subject: Alternator Cable Clamps

**Models Affected: Specific Freightliner Century S/T and Columbia vehicles manufactured between February 5, 2003, and October 14, 2004 with Detroit Diesel Series 60 engines.**

#### Procedure

1. Park the vehicle on a level surface. Shut down the engine, and set the parking brake.
2. Check the base label (Form WAR259) for a completion sticker (WAR261) for SF311, indicating this work has been done. The base label is located on the passenger-side door about 12 inches (30 cm) below the door latch. If a sticker is present for campaign SF311, no further work needs to be done. If there is no sticker, proceed with the steps below.
3. Chock the tires, and open the hood.
4. Disconnect the batteries.
5. Remove the positive and negative cables that run from the alternator to the starter, along with their clamps. The positive cable is protected by red convoluted tubing from the factory. The ground cable may not have black convoluted tubing installed.
6. Inspect both cables for cuts or abrasions, particularly where they are held by the clamps. Look inside the convoluted tubing, if installed on the cables. See **Fig. 1**.
7. If any cable has been damaged such that the metal conductor wire shows, replace it (positive cable p/n A06-43537-###, negative cable p/n A06-25795-###, depending on length). If the cables are unavailable, they may be fabricated.



**Fig. 1, Properly, and Improperly Routed Cables**

# Field Service Campaign

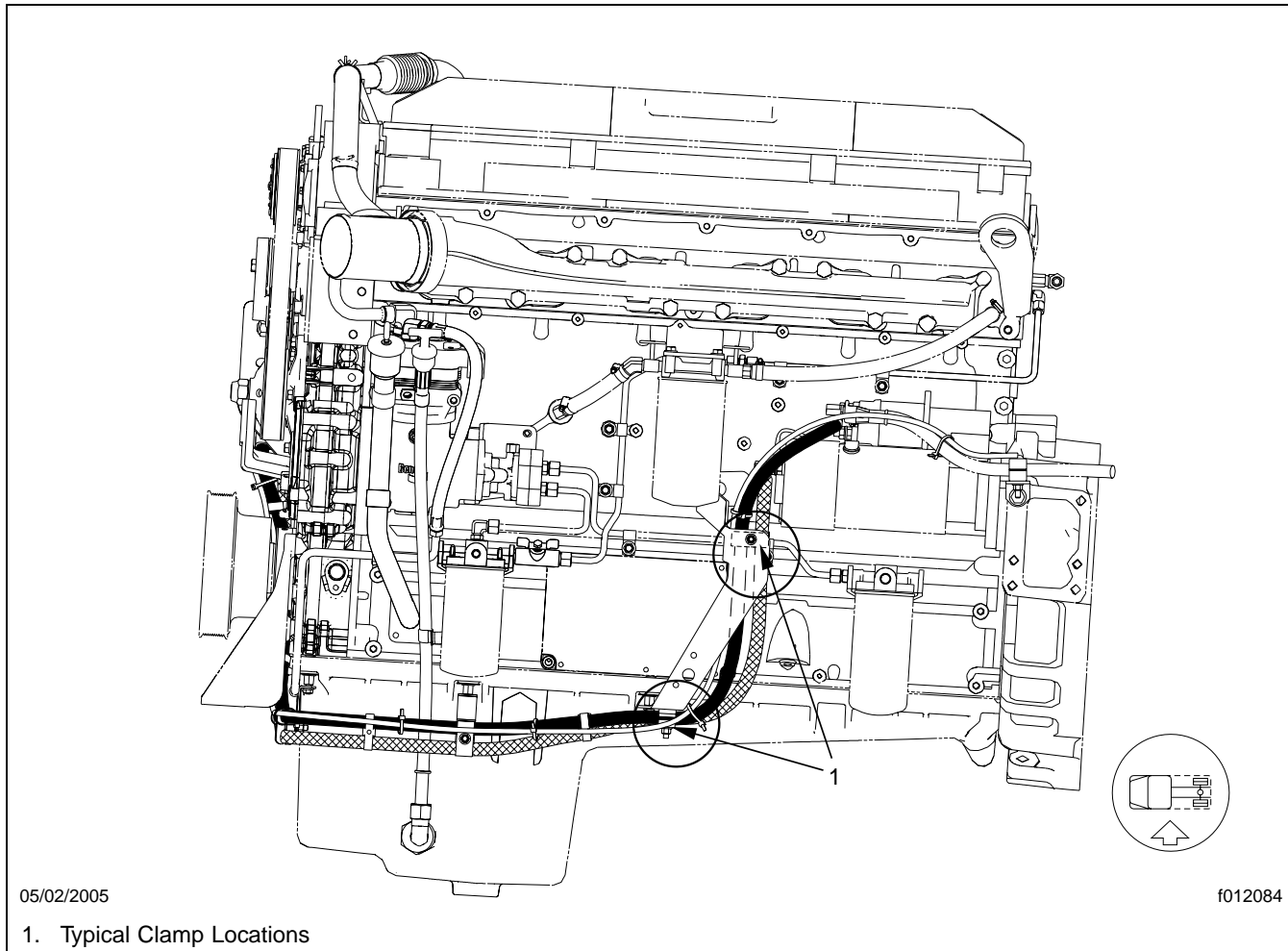
May 2005  
SF311A  
REVISED NOTICE

8. Install the black convoluted tubing (p/n PAC 68237R from kit 25-SF311-000) onto the ground cable before installing the cable in the vehicle.

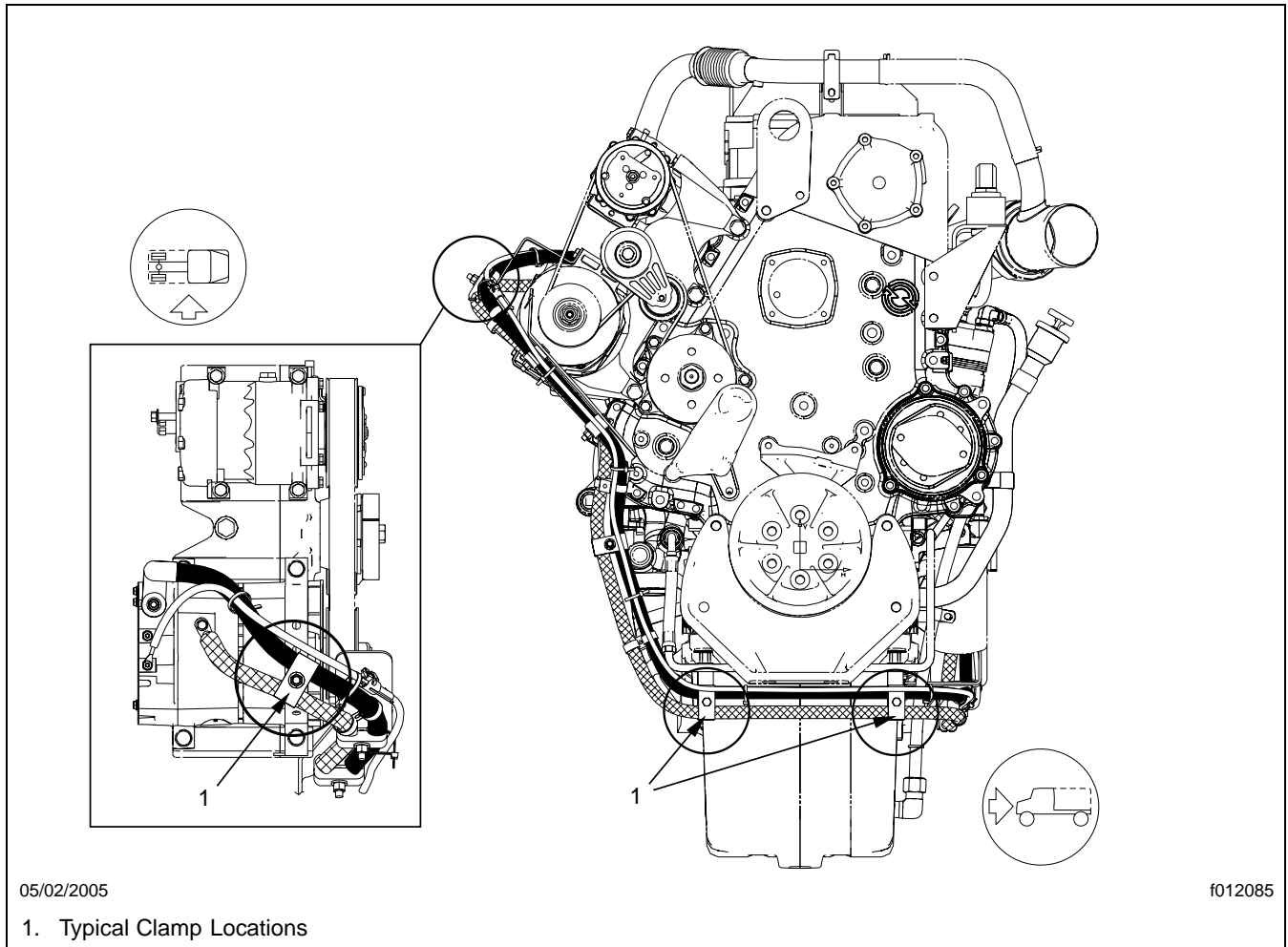
NOTE: Replacement positive cables ordered under SF311 are supplied with convoluted tubing installed. All alternator to starter cables should be protected by convoluted tubing. Replacement negative cables need to have the convoluted tubing from the kit installed.

9. Different vehicles vary, but typically, 5 of the 10 existing DEK clamps support the cable at a bend radius, or the beginning of a bend radius. See **Fig. 2**, and **Fig. 3**. Replace those 5 DEK clamps with Behringer clamp halves and caps from kit 25-SF311-000. There are 6 Behringer clamps in the kit, so that an additional one may be used, if it is needed. The Behringer clamps hold the cables more securely, to prevent abrasive movement. See **Fig. 4**.

IMPORTANT: The orientation of the clamps should allow the cables to pass through them with the minimum possible bending of the cable. Forcing a cable to make a sharp bend to go through a clamp can cause cable damage. **Figure 1** shows the top cable properly oriented with convoluted tubing, and the bottom cable lacking convoluted tubing, with too sharp a bend. The improper installation of the bottom cable has caused damaged insulation and exposed conductor, as a result.



**Fig. 2, Left Side of Engine, Showing Typical Clamp Locations**



**Fig. 3, Right Side and Front of Engine, Showing Typical Clamp Locations**

NOTE: Clamp locations may be moved, if an obvious improvement in routing will reduce strain on the cable.

10. When the cables with their convoluted tubing are in place, install the end fittings on the alternator and starter. Make certain the connections are clean, and torque to the value specified for that starter and alternator in Section 15 of the workshop manual, or in the component manufacturer's specifications.
11. Spray any exposed terminal connectors with dielectric red enamel. See **Table 3**.

Protectant Material	Approved Brand
Dielectric Red Enamel Spray	MMM 1602, 3M Spray Sealer, Red Electric Grade (Spray-On B-6-665)

**Table 3, Approved Dielectric Red Enamel**

IMPORTANT: When the campaign has been completed, clean a spot on the passenger-side door and attach a campaign completion sticker (Form WAR261) for SF311 to the base label.

12. Connect the batteries.

# Field Service Campaign

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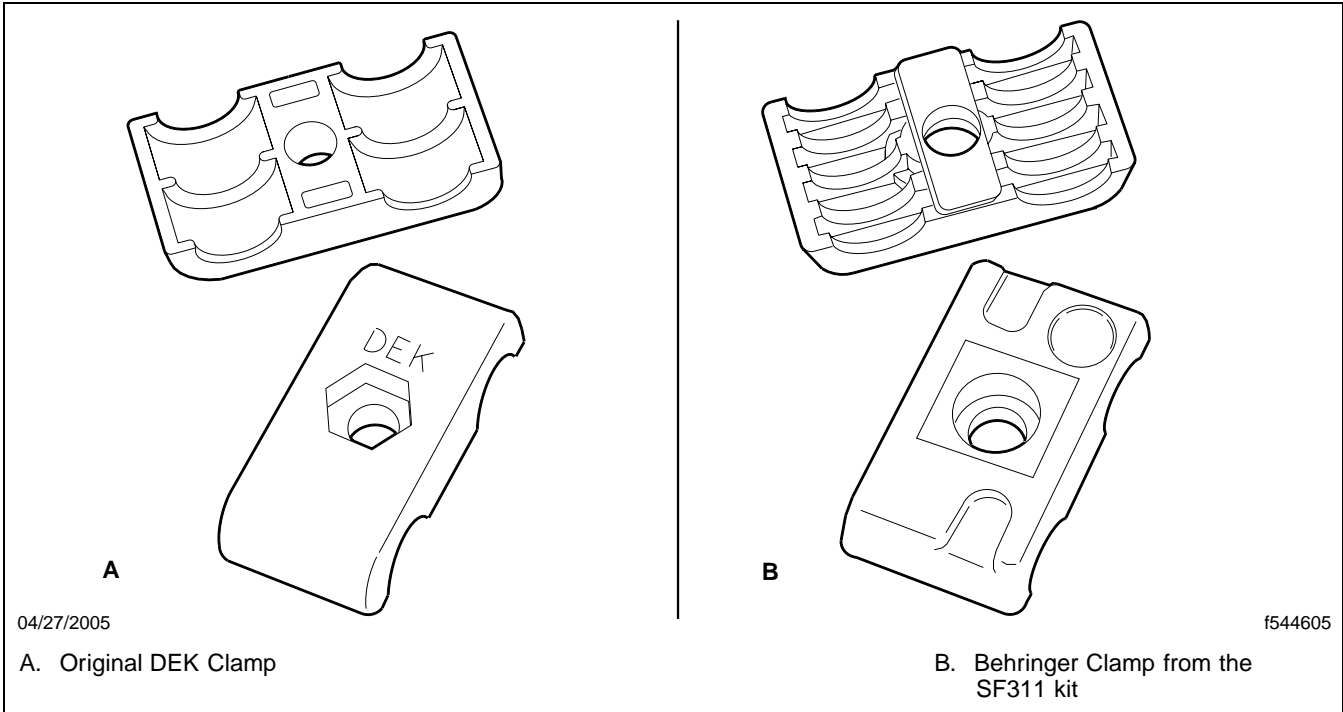


Fig. 4, Original DEK Clamp, and Behringer Clamp from kit 25-SF311-000

13. Remove the chocks from the tires.

**Product**

Submitting Location		Unit #	
Product S/N	1FUJBBCG25LN96875	Base Model	CST120
Make	FTL	Model	ST120064S T
In Service Distance	200 MILES	Order Date	02/12/2004
In Service Date	11/28/2004	Offline Date	10/13/2004
Cab Start Date	10/13/2004	Customer Name	SCHNEIDER NATIONAL CARRIERS
Build Date	10/14/2004	Special Conditions	
Refurbished	No	PDI Submitting Location	FPD1
PDI Date	10/18/2004		

**Coverage Determination**

Failure Date	11/08/2021	Component	
Distance	MILES	Cause	
PPF			

**Product Campaigns**

Campaign	Campaign Description	Active	Inactivate Date	Reactivate Date	End Date	Replaced With	Partner Apprvd?	Type	S/N Status	Claim Number
FL452-A	ZF STEERING SHAFT ASSEMBLIES	Y	-	-	-	-	Y	RECALL	COMPLETED	Claim Filed T8AR00B08167T
FL476-A	PDM COVERS	Y	-	-	-	-	N	RECALL	COMPLETED	Claim Filed FFFD0007AE06T
SF311-A	ALTERNATOR CABLE CLAMPS	N	-	-	05/31/2008	-	Y	FIELD SERVICE	COMPLETED	Claim Filed T8AR00B07066T
SF355-A	ARVINMERITOR REAR DRIVE AXLE LOCK SCREWS	N	-	-	07/31/2008	-	N	FIELD SERVICE	COMPLETED	Claim Filed T8AR00B52334T

**Chassis Coverages - 1FUJBBCG25LN96875**

**Chassis - Warranty Coverage**

Coverages	Time	Period	End Date	Distance	Unit #	Parts	Pay Rate			Expense Type	Deductible
							Labor	Handling	Other		

Coverage Information

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BASIC VEHICLE	X	P	36	I	MONTHS	R	1/28/2007	E	350000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
BATTERIES	X	P	18	I	MONTHS	R	6/28/2006	E	150000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
CAB CORROSION	X	P	60	I	MONTHS	R	1/28/2009	E	Unlimited	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
CAB STRUCTURE	X	P	60	I	MONTHS	R	1/28/2009	E	500000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
DRIVETRAIN	X	P	60	I	MONTHS	R	1/28/2009	E	750000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
FRAME RAILS AND CROSSMEMBERS	X	P	72	I	MONTHS	R	1/28/2010	E	750000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
PAINT	X	P	12	I	MONTHS	R	1/28/2005	E	100000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
TOWING/ROADSIDE ASSISTANCE	X	P	6	I	MONTHS	R	6/28/2005	E	50000	D	MILES	0.00%	0.00%	0.00%	450.0	Towing	0.0
														450.0	Road_Call	0.0	

Chassis - Extended Coverage

Coverages	Time	Period	End Date	Distance	Unit #	Parts	Pay Rate			Expense Type	Deductible						
							Labor	Handling	Other								
EXT BASIC VEHICLE	X	P	36	I	MONTHS	R	1/28/2007	E	390000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
EXT BATTERY	X	P	36	I	MONTHS	R	1/28/2007	E	390000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0

Engine Coverages - 06R0800707

Engine - Warranty Coverage

Coverages	Time	Period	Delay Time	End Date	Distance	Unit #	Parts	Pay Rate			Expense Type	Deductible
								Labor	Handling	Other		

Coverage Information

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AIR COMPRESSOR	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
ALTERNATOR/GENERATOR	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
BASIC ENGINE	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
																Unlimited Towing Unlimited Road_Call	0.0 0.0
DETROIT ENGINE BRAKE	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
EMISSIONS	P	60	MONTHS	R	0.0	E	11/15/2009	D	100000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
EMISSIONS INJECTOR	P	60	MONTHS	R	0.0	E	11/15/2009	D	100000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
ENGINE MAJOR COMPONENTS	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
ENGINE MAJOR COMPONENTS PARTS ONLY	P	60	MONTHS	R	24.0	E	11/15/2009	D	500000	MILES	100.00%	0.00%	100.00%	100.00%	All	0.0	
FILTER, FUEL	P	6	MONTHS	R	0.0	E	5/15/2005	D	15000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
FILTER, LUBE OIL	P	24	MONTHS	R	0.0	E	11/15/2006	D	15000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
INJECTOR	P	24	MONTHS	R	0.0	E	11/15/2006	D	200000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
THERMOSTAT	P	24	MONTHS	R	0.0	E	11/15/2006	D	240000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
THERMOSTAT SEAL	P	24	MONTHS	R	0.0	E	11/15/2006	D	240000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	

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Coverages	Time	Period	Begin Date	<a href="#">Detroit Connect Coverage</a> End Date	Distance	Unit #
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**BASIC VEHICLE**

COVERAGE INCLUDES ALL FACTORY-INSTALLED COMPONENTS OF THE CHASSIS/VEHICLE THAT ARE NOT EXCLUDED ELSEWHERE IN THE NEW PRODUCT LIMITED WARRANTY (WARRANTY), OR DESCRIBED AS HAVING A DIFFERENT TIME, OR DISTANCE, OR HOURS, OR LISTED SEPARATELY ON EACH NEW VEHICLE COVERAGE TABLE. SEE THE WARRANTY MANUAL FOR A COMPLETE LIST OF EXCEPTIONS AND EXCLUSIONS. ALSO EXCLUDED ARE COMPONENTS WARRANTED DIRECTLY BY COMPONENT MANUFACTURER.

**DRIVETRAIN**

Includes: steer axle(s), drive axle(s), transfer case, and transmission (except Allison transmissions and Eaton Hybrid Transmissions). -Excludes tag axle(s), pusher axle(s), PTOs, clutch assemblies, driveline(s), and U-joints. Century Plus warranty components must contain synthetic lube.  
(Please file direct for Namco claims).

**FRAME RAILS AND CROSSMEMBERS**

INCLUDES: FACTORY INSTALLED FRAME RAILS, FRAME RAIL LINERS, FRAME RAIL EXTENSIONS, ANY ITEM(S) FACTORY WELDED TO FRAME RAILS, CROSSMEMBERS, GUSSETS, AND HUCK-MOUNTING BOLTS THAT ATTACH GUSSETS TO CROSSMEMBERS AND GUSSETS/CROSSMEMBERS TO FRAME RAILS.  
EXCLUDES: ALL BOLT-ON ITEMS ATTACHED WITH EITHER CONVENTIONAL OR HUCK BOLTS.

**CAB STRUCTURE**

COVERAGE INCLUDES CAB AND INTEGRAL SLEEPER STRUCTURAL COMPONENTS, STRUCTURAL COMPONENTS OF FACTORY INSTALLED SLEEPER BOXES, SHEET METAL PANELS, DOORS, AND HOODS. EXCLUDES ALL BOLT-ON COMPONENTS INCLUDING DOOR AND HOOD HINGES, LATCHES, GUIDES, AND OTHER MOUNTING HARDWARE.

**BATTERIES**

VALID POWERNET FORM IS REQUIRED FOR ALL BATTERY CLAIMS AND MUST INCLUDE THE SERIAL NUMBERS OF ALL FAILED BATTERIES.  
STANDARD BATTERY COVERAGE INCLUDES ALLIANCE AND ENERSYS (NORTHSTAR, ODYSSEY) BRAND BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. INCLUDES STARTING BATTERY ASSEMBLIES AND FACTORY INSTALLED AUXILIARY POWER UNIT (APU) BATTERY ASSEMBLIES. EXCLUDES NON-ALLIANCE AND NON-ENERSYS BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARE.

CRANKING BATTERY ONLY COVERAGES INCLUDES ALLIANCE OR ENERSYS (NORTHSTAR, ODYSSEY) BRAND BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. CRANKING BATTERY WARRANTY INCLUDES FACTORY INSTALLED CRANKING (STARTER) BATTERY ASSEMBLIES ONLY. EXCLUDES APU BATTERY ASSEMBLIES, NON-ALLIANCE AND NON-ENERSYS BRAND BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARE.

AUXILIARY BATTERY ONLY COVERAGE INCLUDES ALLIANCE\*\* OR ENERSYS (NORTHSTAR, ODYSSEY) BRAND BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. AUXILIARY BATTERY WARRANTY INCLUDES FACTORY INSTALLED APU BATTERY ASSEMBLIES ONLY. EXCLUDES CRANKING (STARTER) BATTERY ASSEMBLIES, NON-ALLIANCE AND NON-ENERSYS BRAND BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARE. \*\*DETROIT BRAND BATTERIES OF THE SAME GROUP AND AMPERAGE ARE INTERCHANGEABLE WITH ALLIANCE BRAND BATTERIES AND CARRY THE SAME COVERAGE PERIOD.

**TOWING/ROADSIDE ASSISTANCE**

COVERAGE MAY INCLUDE EMERGENCY ROADSIDE ASSISTANCE OR TOWING TO THE NEAREST AUTHORIZED SERVICE FACILITY FOR A WARRANTABLE REPAIR IN A VEHICLE-DOWN SITUATION THAT PREVENTS THE SAFE AND LAWFUL OPERATION OF THE VEHICLE. VERIFY COVERAGE ON THE COVERAGE INFORMATION SCREEN IN OWL; COVERAGE WILL DISPLAY AS A SEPARATE CATEGORY. IF THIS COVERAGE IS PROVIDED, IT WILL BE SPECIFICALLY INCLUDED IN THE COVERAGE TABLE AS A SEPARATE CATEGORY. IF THE CUSTOMER REQUESTS TOWING TO A LOCATION BEYOND THE DISTANCE TO THE NEAREST AUTHORIZED SERVICE LOCATION, THE CUSTOMER WILL BE RESPONSIBLE FOR THE ADDITIONAL CHARGES.

**CAB CORROSION**

COVERAGE IS LIMITED TO RUST-THROUGH OR PERFORATION OF THE CAB AND INTEGRAL SLEEPER STRUCTURE AND SLEEPER BOX DUE TO CORROSION FROM WITHIN. EXCLUDES ALL CONDITIONS OF RUST OR CORROSION THAT HAVE NOT RESULTED IN RUST-THROUGH OR PERFORATION AS WELL AS SURFACE RUST OR CORROSION CAUSED BY NON-ADHESION AND ANY DAMAGE TO PAINT SUCH AS CHIPS OR SCRATCHES.

**PAINT**

INCLUDES: ALL FACTORY-PAINTED EXTERIOR SURFACES (EXCEPT THOSE INCLUDED IN CHASSIS PAINT COVERAGE) AGAINST ORANGE PEEL, PEELING OR DELAMINATING, CRACKING OR CHECKING OR LOSS OF GLOSS DUE TO CRACKING, CHECKING OR HAZING.  
EXCLUDES: LACK-OF-GLOSS ISSUES ON VEHICLES PAINTED WITH LOW GLOSS COLORS; THE UNDERSIDES OF HOODS AND ROOF AND SIDE MOUNTED AIR FAIRINGS; AND ANY DAMAGES TO THE PAINT OR PAINTED SURFACE SUCH AS CHIPS AND SCRATCHES.

**AIR COMPRESSOR**

INCLUDES: AIR COMPRESSOR ASSEMBLY ONLY

**ALTERNATOR/GENERATOR**

INCLUDES: ALTERNATOR/GENERATOR ASSEMBLY ONLY

**BASIC ENGINE**

ALL ENGINE COMPONENTS SUPPLIED BY DETROIT ARE COVERED TO THE TIME AND MILEAGE LIMITS OF THE BASE WARRANTY. ANY COMPONENTS, INCLUDING MAJOR COMPONENTS, WITH EXCEPTIONS TO THESE LIMITS ARE SHOWN BELOW. NOTE: MAJOR COMPONENTS ARE COVERED TO THE LIMITS OF THE BASE WARRANTY, THEN TO 500,000 MILES IN MONTHS 25-60, PARTS AND NO LABOR. FOR ADDITIONAL INFORMATION REFER TO THE WARRANTY PARCHMENT.  
INCLUDES: TOWING OR ROADSIDE ASSISTANCE FOR DETROIT COMPONENT WARRANTABLE REPAIRS IN A VEHICLE-DOWN SITUATION THAT PREVENTS THE SAFE AND LAWFUL OPERATION OF THE VEHICLE. REIMBURSEMENT OF .5 HOUR (SRT 939-6020A) TO REINSTALL DRIVELINES IF TOW COMPANY HAS REMOVED, BUT NOT REINSTALLED, THE DRIVELINE AND THE VEHICLE HAS AND IS WITHIN THE TOW COVERAGE.

**DETROIT ENGINE BRAKE**

INCLUDES: ENGINE BRAKE ASSEMBLY

**EMISSIONS**

INCLUDES: STANDARD EXHAUST EMISSIONS CONTROL COMPONENTS (1)DESIGNED, BUILT & EQUIPPED SO AS TO CONFORM, AT THE TIME OF SALE, WITH REQUIREMENTS OF OEM MANUFACTURERS WHOSE VEHICLES ARE DESIGNED TO MEET APPLICABLE 2010 US EPA, CANADA MOTOR VEHICLE SAFETY ACT, & (2) FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP WHICH CAUSE THE VEHICLE TO FAIL TO CONFORM WITH VEHICLE MANUFACTURER'S REQUIREMENTS FOR A PERIOD OF 100,000 MILES OR FIVE (5) YEARS WHICHEVER OCCURS FIRST.

SPECIFIC COMPONENT DETAILS CAN BE FOUND IN WARRANTY COVERAGE DESCRIPTIONS SECTION OF THE WARRANTY MANUAL.

THIS COVERAGE DOES NOT APPLY TO EMISSIONS COMPONENTS SUPPLIED & WARRANTED DIRECTLY BY THE VEHICLE MANUFACTURER.

**FILTER, FUEL**

INCLUDES: FUEL FILTER ELEMENT ONLY

**FILTER, LUBE OIL**

INCLUDES: OIL LUBE FILTER ELEMENT ONLY

**INJECTOR**

INCLUDES: INJECTOR ASSEMBLY ONLY

**THERMOSTAT**

INCLUDES: THERMOSTAT ONLY

**THERMOSTAT SEAL**

INCLUDES: THERMOSTAT SEAL ONLY

**ENGINE MAJOR COMPONENTS**

INCLUDES: CAMSHAFT; CONNECTING ROD; CRANKSHAFT; CYLINDER BLOCK AND HEAD; FLYWHEEL HOUSING; MAIN BEARING BOLTS; OIL COOLER HOUSING; WATER PUMP HOUSING

**ENGINE MAJOR COMPONENTS PARTS ONLY**

ENGINE MAJOR COMPONENT WARRANTY COVERS CASTING DEFECTS. CASTED ENGINE MAJOR COMPONENTS ARE: CYLINDER BLOCK/HEAD, CRANKSHAFT, CAMSHAFT, MAIN BEARING BOLTS, FLYWHEEL HOUSING, CONNECTING ROD ASSEMBLIES, OIL COOLER HOUSING, WATER PUMP HOUSING, AND AIR INLET HOUSING. COVERAGE IS FOR THE FAILED ENGINE MAJOR COMPONENT ONLY; LABOR AND ADDITIONAL PARTS ARE EXCLUDED. PROGRESSIVE DAMAGE IS LIMITED TO ONLY THE ENGINE MAJOR COMPONENT(S) AFFECTED BY THE FAILURE.

**EMISSIONS INJECTOR**

ALL ENGINE COMPONENTS SUPPLIED BY DETROIT ARE COVERED TO THE TIME AND MILEAGE LIMITS OF THE BASE WARRANTY. AFTERTREATMENT DEVICE (ATD) PROGRESSIVE DAMAGE - PROGRESSIVE DAMAGE TO THE ATD RESULTING FROM INJECTOR FAILURE BEYOND 200,000 MILES BUT WITHIN 2 YEARS WILL BE COVERED BY THIS WARRANTY. FOR ADDITIONAL INFORMATION REFER TO THE WARRANTY PARCHMENT.

INCLUDES: TOWING OR ROADSIDE ASSISTANCE FOR DETROIT COMPONENT WARRANTABLE REPAIRS IN A VEHICLE-DOWN SITUATION THAT PREVENTS THE SAFE AND LAWFUL OPERATION OF THE VEHICLE. REIMBURSEMENT OF .5 HOUR (SRT 939-6020A) TO REINSTALL DRIVELINES IF TOW COMPANY HAS REMOVED, BUT NOT REINSTALLED, THE DRIVELINE AND THE VEHICLE HAS AND IS WITHIN THE TOW COVERAGE.

**EXT BASIC VEHICLE**

COVERS FACTORY-INSTALLED COMPONENTS OF THE VEHICLE THAT ARE NOT EXCLUDED ELSEWHERE IN THE WARRANTY MANUAL\*, OR BY SPECIAL AGREEMENT OR DESCRIBED AS HAVING A DIFFERENT TIME, DISTANCE, OR HOURS AS INDICATED BY THE BASE WARRANTY.

INCLUDES: COOLING SYSTEM, CLIMATE CONTROL, SUSPENSION FRONT & REAR, STEERING SYSTEM, STARTER & ALTERNATOR, DRIVELINE / DRIVE SHAFT, WIRING

EXCLUDES: TIRES, BRIGHTWORK, BATTERIES, FRAME RAILS, CROSSMEMBERS, COMPONENTS WARRANTED DIRECTLY BY COMPONENT MANUFACTURER COVERAGE\*\* (ENGINE, TRANSMISSION, CLUTCH, TRANSFER CASE, AXLES, ETC), AND TOWING, AMONG OTHER ITEMS

\* SEE SECTION 1 OF THE WARRANTY MANUAL FOR A COMPLETE LIST OF EXCEPTIONS & EXCLUSIONS.

\*\*SEE SECTION 6 OF WARRANTY MANUAL FOR COMPONENTS WARRANTED DIRECTLY BY COMPONENT MANUFACTURER EXTENDED COVERAGE.

COVERAGE IS NOT A DIRECT EXTENSION OF THE BASE WARRANTY.

**EXT BATTERY**

INCLUDES: BATTERY ASSEMBLY, STUD, CELL, TERMINALS.

EXCLUDES: CABLES, CLAMPS, HOLD-DOWNS AND BATTERY BOX.  
PRORATE NO LONGER IN EFFECT FOR VEHICLES ORDERED ON OR AFTER THE FOLLOWING DATES PER MAKE: FTL - 11/20/01, FCCC - 04/01/02, ALF - 02/20/02, STL - 01/21/02 AND WST - 02/26/02.  
DTNA ONLY WARRANTS ALLIANCE BRAND BATTERIES FOR VEHICLES ORDERED ON OR AFTER THE FOLLOWING DATES PER MAKE: FTL, FCCC, ALF - 7/1/03, STL - 5/20/03 & WST - 6/17/03

**Product Maintenance Information      08 Nov 2021 16:01**

Product			
Product S/N	1FUJBBCG25LN96875	Make	FREIGHTLINER
Base Model	CST120	Model	ST120064S T

Chassis					
In Service Date	11/28/2004	Suspension	FA240000	Rail Length	320.0
Vocation	A85-005	Weight lb.Front	12000.0	Wheelbase	226.0
		Weight lb.Rear	40000.0	Paint Details	
		GVW	52000.0	Air Management Unit	
BODY		Axle Ratio	2.64	ElectronicComponent	

Major Components									
Component	MFG	Model	FTL Part #	Component S/N	Syn Lube	MCP Type	In Serv Date	In Serv Distance	Out of Sync
ENGINE	DDE	6067MV6E	C01-00081-338	06R0800707		Original	11/28/2004	200	Y
MAIN TRANSMISSION	FUL	FR-15210B	C07-00001-387	S0413119	Y	Original	11/28/2004	0	
FRONT AXLE FORWARD OR SINGLE	DNA	E1322I3	C10-00005-000	HU00470392		Original	11/28/2004	0	
REAR AXLE FORWARD OR SINGLE	TDA	RD-20-145	S11-19612-264	AVA04237913	Y	Original	11/28/2004	0	
REAR AXLE REAR STEERING GEAR	TDA	RR-20-145	S11-19612-264	AVA04238127	Y	Original	11/28/2004	0	
ABS / WABCO				04106632		Original	11/28/2004	0	
ROOF CAP-CAB				006384		Original	11/28/2004	0	
VEHICLE IGNITION KEY CODE				51292		Original	11/28/2004	0	
				1194		Original	11/28/2004	0	

Campaign Information

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Product			
Product S/N	1FUJBBCG25LN96875	Make	FTL
Customer Account		Base Model	CST120
Customer Name	SCHNEIDER NATIONAL CARRIERS	Model	ST120064S T

Related Serial Number			
Product S/N	06R0800707	Make	DDE
		Base Model	160
		Model	6067MV6E

Product Campaigns										
Campaign	Campaign Description	Active	End Date	Replaced With	Partner Apprvd?	Type	S/N Status	Claim Number		
FL452-A	ZF STEERING SHAFT ASSEMBLIES	Y			Y	RECALL	COMPLETED	Claim Filed T8AR00B08167T		
FL476-A	PDM COVERS	Y			N	RECALL	COMPLETED	Claim Filed FFFD0007AE06T		
SF311-A	ALTERNATOR CABLE CLAMPS	N	5/31/2008		Y	FIELD SERVICE	COMPLETED	Claim Filed T8AR00B07066T		
SF355-A	ARVINMERITOR REAR DRIVE AXLE LOCK SCREWS	N	7/31/2008		N	FIELD SERVICE	COMPLETED	Claim Filed T8AR00B52334T		

Registration Details

Product Summary

<b>Chassis</b>	<b>Engine</b>				
Product Serial Number:	1FUJBBCG25LN96875	Unit No:			
Make:	FTL	Base Model/Series:	CST120	Model:	ST120064S T
Ordered Coverage:	144	Revised Coverage:			
Ordered Vocation:	LINEHAUL/LONG HAUL SERVICE	Registered Vocation:		LINEHAUL/LONG HAUL SERVICE	
Ordered Domicile Country:	UNITED STATES	Customer Domicile Country:		UNITED STATES	
In Service Date/Distance:	11/28/2004 / 200 MILES	Order Date:		02/12/2004	
Build Date:	10/14/2004	Dealer Received Date:		11/12/2004	
Offline Date:	10/13/2004	Certification Date:			
Cab Start Date:	10/13/2004	First ServiceDate:			
Demonstrator:		Auto Registered:			
Special Conditions:		Incomplete:			
Retail Sold:	Y	Glider:			
OMP Unit:		Maintenance Contract Vehicle:			
Lead Vehicle:					

Delivery

Registration Type: NEW	Action:	Unit Number:	
In Service Date: 11/28/2004	In Service Distance: 200	Units:	MILES
Demonstrator:		Registered Vocation Same as Ordering:	Y
Registered Vocation:	LINEHAUL/LONG HAUL SERVICE		
	Comments:		

PDI

PDI Date:	10/18/2004	PDI Responsibility:	Dealer: Y
PDI Location:	FPD1	PDI Credit Memo #:	0600078824
PDI Repair Order #:	364260	PDI Credit Memo Date:	10/21/2004

Customer

Ordered Customer Account:	P62080	Register to Ordered Customer:	
Ordered Customer Name:	S N I FLEET	Registered Customer Account:	M78210
		Registered Customer Name:	SCHNEIDER NATIONAL CARRIERS
Physical Address:	PO BOX 2750	Physical Address:	PO BOX 2500
City:	GREEN BAY	City:	GREEN BAY
Country Code:	UNITED STATES	Country Code:	UNITED STATES
State/Province:	WI	State/Province:	WI
Zip/Postal Code:	54306	Zip/Postal Code:	54306
Phone:	(111)222-3334	Phone:	(902)592-3467
Email:		Email:	GRAYERXPRESS2.0@GMAIL.COM

Dealer

Ordering Dealer Code:	FWAR	Registering Dealer Code:	T8AR
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<b>Ordering Dealer:</b>	<b>SCHNEIDER NATIONAL LEASING, INC.</b>	<b>Registering Dealer:</b>	<b>SCHNEIDER NATIONAL</b>
<b>Address 1:</b>	<b>3101 S. PACKERLAND DR</b>	<b>Address 1:</b>	<b>3101 S. PACKERLAND DR.</b>
<b>Address 2:</b>		<b>Address 2:</b>	
<b>City:</b>	<b>GREEN BAY</b>	<b>City:</b>	<b>GREEN BAY</b>
<b>State/Province:</b>	<b>WI</b>	<b>State/Province:</b>	<b>WI</b>
<b>Zip/Postal Code:</b>	<b>54313</b>	<b>Zip/Postal Code:</b>	<b>54306</b>
<b>Country Code:</b>	<b>UNITED STATES</b>	<b>Country Code:</b>	<b>UNITED STATES</b>
<b>Phone:</b>	<b>(920)592-2000</b>	<b>Phone:</b>	<b>414-5923462</b>
<b>Email:</b>		<b>Email:</b>	

Coverage						
<b>Coverage Name:</b>	<b>CENTURY PLUS - SCHNEIDER - 144</b>		<b>Customized Coverage:</b>	<b>N</b>	<b>Product Type:</b>	<b>CHASSIS</b>
<b>System Group</b>	<b>Time</b>	<b>Period</b>	<b>End Date</b>	<b>Distance</b>	<b>Units</b>	
BASIC VEHICLE	36	MONTHS	11/28/2007	350000	MILES	
BATTERIES	18	MONTHS	05/28/2006	150000	MILES	
CAB CORROSION	60	MONTHS	11/28/2009	Unlimited	MILES	
CAB STRUCTURE	60	MONTHS	11/28/2009	500000	MILES	
DRIVETRAIN	60	MONTHS	11/28/2009	750000	MILES	
FRAME RAILS AND CROSSMEMBERS	72	MONTHS	11/28/2010	750000	MILES	
PAINT	12	MONTHS	11/28/2005	100000	MILES	
TOWING/ROADSIDE ASSISTANCE	6	MONTHS	05/28/2005	50000	MILES	

Attachments	
<b>Attachments</b>	<b>Description</b>

<b>Record Date:</b>	<b>11/28/2004</b>	<b>End Date:</b>	<b>12/31/2099</b>	<b>Is Active:</b>	<b>Y</b>
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Registration Details

Product Summary

<b>Chassis</b>	<b>Engine</b>				
Product Serial Number:	06R0800707	Alternate Serial Number:			
Make:	DDE	Base Model/Series:	I60	Model:	6067MV6E
Ordered Coverage:	H62	Revised Coverage:			
Application Code:	32	Customer Domicile Country:		UNITED STATES	
Replaced By S/N/Date:		Failed S/N:			
In Service Date/Distance:	11/15/2004 / 200 MILES				
Build Date:	10/07/2004				
Ship Date:	10/08/2004				
Demonstrator:		Emmision Yr:	EPA04	Sales Order Line:	22
Cylinder:	6	Horse Power:		Sales Order Plant:	10
Reman:	N	Full Load RPM:		Sales Order No:	2515540
Reman Part:		Torque:		Ship To:	00000
Reman Category:					

Delivery

Registration Type:	NEW	Action:		Unit Number:	
In Service Date:	11/15/2004	In Service Distance:	200	Units:	MILES
Demonstrator:		Registered Vocation Same as Ordering:		Y	
Registered Vocation:		LINEHAUL/LONG HAUL SERVICE			
Comments:					

Customer

Ordered Customer Account:	21261	Registered Customer Account:	M78210
Ordered Customer Name:	SCHNEIDER NATIONAL, INC.	Registered Customer Name:	SCHNEIDER NATIONAL CARRIERS
Physical Address:		Physical Address:	PO BOX 2500
City:		City:	GREEN BAY
Country Code:		Country Code:	UNITED STATES
State/Province:		State/Province:	WI
Zip/Postal Code:		Zip/Postal Code:	54306
Phone:		Phone:	(902)592-3467
Email:		Email:	GRAYEXPRESS2.0@GMAIL.COM

Dealer

Ordering Dealer Code:		Registering Dealer Code:	T8AR
Ordering Dealer:		Registering Dealer:	SCHNEIDER NATIONAL
Address 1:		Address 1:	3101 S. PACKERLAND DR.
Address 2:		Address 2:	
City:		City:	GREEN BAY
State/Province:		State/Province:	WI
Zip/Postal Code:		Zip/Postal Code:	54306
Country Code:		Country Code:	UNITED STATES
Phone:		Phone:	414-5923462
Email:		Email:	



Coverage

Coverage Name: DETROIT I60 ON HIGHWAY 24/9999999 - 0402 - Customized Coverage: N Product Type: ENGINE H62

System Group	Time	Period	End Date	Distance	Units
AIR COMPRESSOR	24	MONTHS	11/15/2006	Unlimited	MILES
ALTERNATOR/GENERATOR	24	MONTHS	11/15/2006	Unlimited	MILES
BASIC ENGINE	24	MONTHS	11/15/2006	Unlimited	MILES
DETROIT ENGINE BRAKE	24	MONTHS	11/15/2006	Unlimited	MILES
EMISSIONS	60	MONTHS	11/15/2009	100000	MILES
EMISSIONS INJECTOR	60	MONTHS	11/15/2009	100000	MILES
ENGINE MAJOR COMPONENTS	24	MONTHS	11/15/2006	Unlimited	MILES
ENGINE MAJOR COMPONENTS PARTS ONLY	60	MONTHS	11/15/2009	500000	MILES
FILTER, FUEL	6	MONTHS	05/15/2005	15000	MILES
FILTER, LUBE OIL	24	MONTHS	11/15/2006	15000	MILES
INJECTOR	24	MONTHS	11/15/2006	200000	MILES
THERMOSTAT	24	MONTHS	11/15/2006	240000	MILES
THERMOSTAT SEAL	24	MONTHS	11/15/2006	240000	MILES

Attachments

Attachments	Description
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Record Date: 11/28/2004 End Date: 12/31/2099 Is Active: Y

**Product**

Submitting Location		Unit #	
Product S/N	06R0800707	Base Model	160
Make	DDE	Model	6067MV6E
In Service Distance	200 MILES	Order Date	02/12/2004
In Service Date	11/15/2004	Offline Date	
Cab Start Date		Customer Name	SCHNEIDER NATIONAL CARRIERS
Build Date	10/07/2004	Special Conditions	
Refurbished	No	PDI Submitting Location	

**Coverage Determination**

Failure Date	11/08/2021	Component	
Distance	MILES	Cause	
PPF			

**Product Campaigns**

Campaign	Campaign Description	Active	Inactivate Date	Reactivate Date	End Date	Replaced With	Partner Apprvd?	Type	S/N Status	Claim Number
FL452-A	ZF STEERING SHAFT ASSEMBLIES	Y	-	-		-	Y	RECALL	COMPLETED	Claim Filed T8AR00B08167T
FL476-A	PDM COVERS	Y	-	-		-	N	RECALL	COMPLETED	Claim Filed FFFD0007AE06T
SF311-A	ALTERNATOR CABLE CLAMPS	N	-	-	05/31/2008	-	Y	FIELD SERVICE	COMPLETED	Claim Filed T8AR00B07066T
SF355-A	ARVINMERITOR REAR DRIVE AXLE LOCK SCREWS	N	-	-	07/31/2008	-	N	FIELD SERVICE	COMPLETED	Claim Filed T8AR00B52334T

**Chassis Coverages - 1FUJBBCG25LN96875**

**Chassis - Warranty Coverage**

Coverages	Time	Period	End Date	Distance	Unit #	Parts	Pay Rate			Expense Type	Deductible
							Labor	Handling	Other		

Coverage Information

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BASIC VEHICLE	X	P	36	I	MONTHS	R	1/28/2007	E	350000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
BATTERIES	X	P	18	I	MONTHS	R	6/28/2006	E	150000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
CAB CORROSION	X	P	60	I	MONTHS	R	1/28/2009	E	Unlimited	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
CAB STRUCTURE	X	P	60	I	MONTHS	R	1/28/2009	E	500000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
DRIVETRAIN	X	P	60	I	MONTHS	R	1/28/2009	E	750000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
FRAME RAILS AND CROSSMEMBERS	X	P	72	I	MONTHS	R	1/28/2010	E	750000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
PAINT	X	P	12	I	MONTHS	R	1/28/2005	E	100000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
TOWING/ROADSIDE ASSISTANCE	X	P	6	I	MONTHS	R	6/28/2005	E	50000	D	MILES	0.00%	0.00%	0.00%	450.0	Towing	0.0
														450.0	Road_Call	0.0	

Chassis - Extended Coverage

Coverages	Time	Period	End Date	Distance	Unit #	Parts	Pay Rate			Expense Type	Deductible						
							Labor	Handling	Other								
EXT BASIC VEHICLE	X	P	36	I	MONTHS	R	1/28/2007	E	390000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0
EXT BATTERY	X	P	36	I	MONTHS	R	1/28/2007	E	390000	D	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0

Engine Coverages - 06R0800707

Engine - Warranty Coverage

Coverages	Time	Period	Delay Time	End Date	Distance	Unit #	Parts	Pay Rate			Expense Type	Deductible
								Labor	Handling	Other		

Coverage Information

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AIR COMPRESSOR	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
ALTERNATOR/GENERATOR	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
BASIC ENGINE	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
																Unlimited Towing Unlimited Road_Call	0.0 0.0
DETROIT ENGINE BRAKE	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
EMISSIONS	P	60	MONTHS	R	0.0	E	11/15/2009	D	100000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
EMISSIONS INJECTOR	P	60	MONTHS	R	0.0	E	11/15/2009	D	100000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
ENGINE MAJOR COMPONENTS	P	24	MONTHS	R	0.0	E	11/15/2006	D	Unlimited	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
ENGINE MAJOR COMPONENTS PARTS ONLY	P	60	MONTHS	R	24.0	E	11/15/2009	D	500000	MILES	100.00%	0.00%	100.00%	100.00%	All	0.0	
FILTER, FUEL	P	6	MONTHS	R	0.0	E	5/15/2005	D	15000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
FILTER, LUBE OIL	P	24	MONTHS	R	0.0	E	11/15/2006	D	15000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
INJECTOR	P	24	MONTHS	R	0.0	E	11/15/2006	D	200000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
THERMOSTAT	P	24	MONTHS	R	0.0	E	11/15/2006	D	240000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	
THERMOSTAT SEAL	P	24	MONTHS	R	0.0	E	11/15/2006	D	240000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	

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Coverages	Time	Period	Begin Date	<a href="#">Detroit Connect Coverage</a> End Date	Distance	Unit #
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**BASIC VEHICLE**

COVERAGE INCLUDES ALL FACTORY-INSTALLED COMPONENTS OF THE CHASSIS/VEHICLE THAT ARE NOT EXCLUDED ELSEWHERE IN THE NEW PRODUCT LIMITED WARRANTY (WARRANTY), OR DESCRIBED AS HAVING A DIFFERENT TIME, OR DISTANCE, OR HOURS, OR LISTED SEPARATELY ON EACH NEW VEHICLE COVERAGE TABLE. SEE THE WARRANTY MANUAL FOR A COMPLETE LIST OF EXCEPTIONS AND EXCLUSIONS. ALSO EXCLUDED ARE COMPONENTS WARRANTED DIRECTLY BY COMPONENT MANUFACTURER.

**DRIVETRAIN**

Includes: steer axle(s), drive axle(s), transfer case, and transmission (except Allison transmissions and Eaton Hybrid Transmissions). -Excludes tag axle(s), pusher axle(s), PTOs, clutch assemblies, driveline(s), and U-joints. Century Plus warranty components must contain synthetic lube.  
(Please file direct for Namco claims).

**FRAME RAILS AND CROSSMEMBERS**

INCLUDES: FACTORY INSTALLED FRAME RAILS, FRAME RAIL LINERS, FRAME RAIL EXTENSIONS, ANY ITEM(S) FACTORY WELDED TO FRAME RAILS, CROSSMEMBERS, GUSSETS, AND HUCK-MOUNTING BOLTS THAT ATTACH GUSSETS TO CROSSMEMBERS AND GUSSETS/CROSSMEMBERS TO FRAME RAILS.  
EXCLUDES: ALL BOLT-ON ITEMS ATTACHED WITH EITHER CONVENTIONAL OR HUCK BOLTS.

**CAB STRUCTURE**

COVERAGE INCLUDES CAB AND INTEGRAL SLEEPER STRUCTURAL COMPONENTS, STRUCTURAL COMPONENTS OF FACTORY INSTALLED SLEEPER BOXES, SHEET METAL PANELS, DOORS, AND HOODS. EXCLUDES ALL BOLT-ON COMPONENTS INCLUDING DOOR AND HOOD HINGES, LATCHES, GUIDES, AND OTHER MOUNTING HARDWARE.

**BATTERIES**

VALID POWERNET FORM IS REQUIRED FOR ALL BATTERY CLAIMS AND MUST INCLUDE THE SERIAL NUMBERS OF ALL FAILED BATTERIES.  
STANDARD BATTERY COVERAGE INCLUDES ALLIANCE AND ENERSYS (NORTHSTAR, ODYSSEY) BRAND BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. INCLUDES STARTING BATTERY ASSEMBLIES AND FACTORY INSTALLED AUXILIARY POWER UNIT (APU) BATTERY ASSEMBLIES. EXCLUDES NON-ALLIANCE AND NON-ENERSYS BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARE.

CRANKING BATTERY ONLY COVERAGES INCLUDES ALLIANCE OR ENERSYS (NORTHSTAR, ODYSSEY) BRAND BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. CRANKING BATTERY WARRANTY INCLUDES FACTORY INSTALLED CRANKING (STARTER) BATTERY ASSEMBLIES ONLY. EXCLUDES APU BATTERY ASSEMBLIES, NON-ALLIANCE AND NON-ENERSYS BRAND BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARE.

AUXILIARY BATTERY ONLY COVERAGE INCLUDES ALLIANCE\*\* OR ENERSYS (NORTHSTAR, ODYSSEY) BRAND BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. AUXILIARY BATTERY WARRANTY INCLUDES FACTORY INSTALLED APU BATTERY ASSEMBLIES ONLY. EXCLUDES CRANKING (STARTER) BATTERY ASSEMBLIES, NON-ALLIANCE AND NON-ENERSYS BRAND BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARE. \*\*DETROIT BRAND BATTERIES OF THE SAME GROUP AND AMPERAGE ARE INTERCHANGEABLE WITH ALLIANCE BRAND BATTERIES AND CARRY THE SAME COVERAGE PERIOD.

**TOWING/ROADSIDE ASSISTANCE**

COVERAGE MAY INCLUDE EMERGENCY ROADSIDE ASSISTANCE OR TOWING TO THE NEAREST AUTHORIZED SERVICE FACILITY FOR A WARRANTABLE REPAIR IN A VEHICLE-DOWN SITUATION THAT PREVENTS THE SAFE AND LAWFUL OPERATION OF THE VEHICLE. VERIFY COVERAGE ON THE COVERAGE INFORMATION SCREEN IN OWL; COVERAGE WILL DISPLAY AS A SEPARATE CATEGORY. IF THIS COVERAGE IS PROVIDED, IT WILL BE SPECIFICALLY INCLUDED IN THE COVERAGE TABLE AS A SEPARATE CATEGORY. IF THE CUSTOMER REQUESTS TOWING TO A LOCATION BEYOND THE DISTANCE TO THE NEAREST AUTHORIZED SERVICE LOCATION, THE CUSTOMER WILL BE RESPONSIBLE FOR THE ADDITIONAL CHARGES.

**CAB CORROSION**

COVERAGE IS LIMITED TO RUST-THROUGH OR PERFORATION OF THE CAB AND INTEGRAL SLEEPER STRUCTURE AND SLEEPER BOX DUE TO CORROSION FROM WITHIN. EXCLUDES ALL CONDITIONS OF RUST OR CORROSION THAT HAVE NOT RESULTED IN RUST-THROUGH OR PERFORATION AS WELL AS SURFACE RUST OR CORROSION CAUSED BY NON-ADHESION AND ANY DAMAGE TO PAINT SUCH AS CHIPS OR SCRATCHES.

**PAINT**

INCLUDES: ALL FACTORY-PAINTED EXTERIOR SURFACES (EXCEPT THOSE INCLUDED IN CHASSIS PAINT COVERAGE) AGAINST ORANGE PEEL, PEELING OR DELAMINATING, CRACKING OR CHECKING OR LOSS OF GLOSS DUE TO CRACKING, CHECKING OR HAZING.  
EXCLUDES: LACK-OF-GLOSS ISSUES ON VEHICLES PAINTED WITH LOW GLOSS COLORS; THE UNDERSIDES OF HOODS AND ROOF AND SIDE MOUNTED AIR FAIRINGS; AND ANY DAMAGES TO THE PAINT OR PAINTED SURFACE SUCH AS CHIPS AND SCRATCHES.

**AIR COMPRESSOR**

INCLUDES: AIR COMPRESSOR ASSEMBLY ONLY

**ALTERNATOR/GENERATOR**

INCLUDES: ALTERNATOR/GENERATOR ASSEMBLY ONLY

**BASIC ENGINE**

ALL ENGINE COMPONENTS SUPPLIED BY DETROIT ARE COVERED TO THE TIME AND MILEAGE LIMITS OF THE BASE WARRANTY. ANY COMPONENTS, INCLUDING MAJOR COMPONENTS, WITH EXCEPTIONS TO THESE LIMITS ARE SHOWN BELOW. NOTE: MAJOR COMPONENTS ARE COVERED TO THE LIMITS OF THE BASE WARRANTY, THEN TO 500,000 MILES IN MONTHS 25-60, PARTS AND NO LABOR. FOR ADDITIONAL INFORMATION REFER TO THE WARRANTY PARCHMENT.  
INCLUDES: TOWING OR ROADSIDE ASSISTANCE FOR DETROIT COMPONENT WARRANTABLE REPAIRS IN A VEHICLE-DOWN SITUATION THAT PREVENTS THE SAFE AND LAWFUL OPERATION OF THE VEHICLE. REIMBURSEMENT OF .5 HOUR (SRT 939-6020A) TO REINSTALL DRIVELINES IF TOW COMPANY HAS REMOVED, BUT NOT REINSTALLED, THE DRIVELINE AND THE VEHICLE HAS AND IS WITHIN THE TOW COVERAGE.

**DETROIT ENGINE BRAKE**

INCLUDES: ENGINE BRAKE ASSEMBLY

**EMISSIONS**

INCLUDES: STANDARD EXHAUST EMISSIONS CONTROL COMPONENTS (1)DESIGNED, BUILT & EQUIPPED SO AS TO CONFORM, AT THE TIME OF SALE, WITH REQUIREMENTS OF OEM MANUFACTURERS WHOSE VEHICLES ARE DESIGNED TO MEET APPLICABLE 2010 US EPA, CANADA MOTOR VEHICLE SAFETY ACT, & (2) FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP WHICH CAUSE THE VEHICLE TO FAIL TO CONFORM WITH VEHICLE MANUFACTURER'S REQUIREMENTS FOR A PERIOD OF 100,000 MILES OR FIVE (5) YEARS WHICHEVER OCCURS FIRST.

SPECIFIC COMPONENT DETAILS CAN BE FOUND IN WARRANTY COVERAGE DESCRIPTIONS SECTION OF THE WARRANTY MANUAL.

THIS COVERAGE DOES NOT APPLY TO EMISSIONS COMPONENTS SUPPLIED & WARRANTED DIRECTLY BY THE VEHICLE MANUFACTURER.

**FILTER, FUEL**

INCLUDES: FUEL FILTER ELEMENT ONLY

**FILTER, LUBE OIL**

INCLUDES: OIL LUBE FILTER ELEMENT ONLY

**INJECTOR**

INCLUDES: INJECTOR ASSEMBLY ONLY

**THERMOSTAT**

INCLUDES: THERMOSTAT ONLY

**THERMOSTAT SEAL**

INCLUDES: THERMOSTAT SEAL ONLY

**ENGINE MAJOR COMPONENTS**

INCLUDES: CAMSHAFT; CONNECTING ROD; CRANKSHAFT; CYLINDER BLOCK AND HEAD; FLYWHEEL HOUSING; MAIN BEARING BOLTS; OIL COOLER HOUSING; WATER PUMP HOUSING

**ENGINE MAJOR COMPONENTS PARTS ONLY**

ENGINE MAJOR COMPONENT WARRANTY COVERS CASTING DEFECTS. CASTED ENGINE MAJOR COMPONENTS ARE: CYLINDER BLOCK/HEAD, CRANKSHAFT, CAMSHAFT, MAIN BEARING BOLTS, FLYWHEEL HOUSING, CONNECTING ROD ASSEMBLIES, OIL COOLER HOUSING, WATER PUMP HOUSING, AND AIR INLET HOUSING. COVERAGE IS FOR THE FAILED ENGINE MAJOR COMPONENT ONLY; LABOR AND ADDITIONAL PARTS ARE EXCLUDED. PROGRESSIVE DAMAGE IS LIMITED TO ONLY THE ENGINE MAJOR COMPONENT(S) AFFECTED BY THE FAILURE.

**EMISSIONS INJECTOR**

ALL ENGINE COMPONENTS SUPPLIED BY DETROIT ARE COVERED TO THE TIME AND MILEAGE LIMITS OF THE BASE WARRANTY. AFTERTREATMENT DEVICE (ATD) PROGRESSIVE DAMAGE - PROGRESSIVE DAMAGE TO THE ATD RESULTING FROM INJECTOR FAILURE BEYOND 200,000 MILES BUT WITHIN 2 YEARS WILL BE COVERED BY THIS WARRANTY. FOR ADDITIONAL INFORMATION REFER TO THE WARRANTY PARCHMENT.

INCLUDES: TOWING OR ROADSIDE ASSISTANCE FOR DETROIT COMPONENT WARRANTABLE REPAIRS IN A VEHICLE-DOWN SITUATION THAT PREVENTS THE SAFE AND LAWFUL OPERATION OF THE VEHICLE. REIMBURSEMENT OF .5 HOUR (SRT 939-6020A) TO REINSTALL DRIVELINES IF TOW COMPANY HAS REMOVED, BUT NOT REINSTALLED, THE DRIVELINE AND THE VEHICLE HAS AND IS WITHIN THE TOW COVERAGE.

**EXT BASIC VEHICLE**

COVERS FACTORY-INSTALLED COMPONENTS OF THE VEHICLE THAT ARE NOT EXCLUDED ELSEWHERE IN THE WARRANTY MANUAL\*, OR BY SPECIAL AGREEMENT OR DESCRIBED AS HAVING A DIFFERENT TIME, DISTANCE, OR HOURS AS INDICATED BY THE BASE WARRANTY.

INCLUDES: COOLING SYSTEM, CLIMATE CONTROL, SUSPENSION FRONT & REAR, STEERING SYSTEM, STARTER & ALTERNATOR, DRIVELINE / DRIVE SHAFT, WIRING

EXCLUDES: TIRES, BRIGHTWORK, BATTERIES, FRAME RAILS, CROSSMEMBERS, COMPONENTS WARRANTED DIRECTLY BY COMPONENT MANUFACTURER COVERAGE\*\* (ENGINE, TRANSMISSION, CLUTCH, TRANSFER CASE, AXLES, ETC), AND TOWING, AMONG OTHER ITEMS

\* SEE SECTION 1 OF THE WARRANTY MANUAL FOR A COMPLETE LIST OF EXCEPTIONS & EXCLUSIONS.

\*\*SEE SECTION 6 OF WARRANTY MANUAL FOR COMPONENTS WARRANTED DIRECTLY BY COMPONENT MANUFACTURER EXTENDED COVERAGE.

COVERAGE IS NOT A DIRECT EXTENSION OF THE BASE WARRANTY.

**EXT BATTERY**

INCLUDES: BATTERY ASSEMBLY, STUD, CELL, TERMINALS.

EXCLUDES: CABLES, CLAMPS, HOLD-DOWNS AND BATTERY BOX.  
PRORATE NO LONGER IN EFFECT FOR VEHICLES ORDERED ON OR AFTER THE FOLLOWING DATES PER MAKE: FTL - 11/20/01, FCCC - 04/01/02, ALF - 02/20/02, STL - 01/21/02 AND WST - 02/26/02.  
DTNA ONLY WARRANTS ALLIANCE BRAND BATTERIES FOR VEHICLES ORDERED ON OR AFTER THE FOLLOWING DATES PER MAKE: FTL, FCCC, ALF - 7/1/03, STL - 5/20/03 & WST - 6/17/03



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**Basic Claim**

Submitting Location	Claim Number	Claim Type	Accepted Date	Process Date	
T8AR	T8AR00B52334T	FIELD SERVICE CAMPAIGN	04/17/2007	04/17/2007	
Failure Distance	Units	Product S/N	Make	Model	FS Code
355552	MILES	1FUJBBCG25LN96875	FTL	ST120064S T	

**Failure**

Failure Date	Repair Date	Primary Failed Part	PFP Description	Component	Component Description	Supplier Code
04/12/2007	04/12/2007	25-SF355-000	SELF-TAPPING SCREW KIT	022-003-001	CARRIER ASSEMBLY - COMPLETE, DIFFERENTIAL, DRIVEN, REAR	ROKN

**Comments**

[Oct 12, 2007 11:00:47 PM:] COMPLETE SB22-23, SF355A, INSTALL REAR DRIVE AXLE LOCK SCREW.  
 [Sep 18, 2008 3:30:31 AM:DC] COMPLETE SB22-23, SF355A, INSTALL REAR DRIVE AXLE LOCK SCREW.  
 [Sep 18, 2008 9:23:44 PM:DC] COMPLETE SB22-23, SF355A, INSTALL REAR DRIVE AXLE LOCK SCREW.

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**Parts**

Part #	Quantity Processed	Unit of Measure	PFP Description
25-SF355-000	1	EACH	SELF-TAPPING SCREW

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**Labor**

SRT	SRT Description
996-0693A	
939-0010A	

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Submitting Location	Claim Number	Claim Type	Accepted Date	Process Date	
T8AR	T8ARWA11502370T	EXTENDED COVERAGE	04/18/2007	04/18/2007	
Failure Distance	Units	Product S/N	Make	Model	FS Code
306560	MILES	06R0800707	DDE	6067MV6E	

Failure

Failure Date	Repair Date	Primary Failed Part	PFP Description	Component	Component Description	Supplier Code
04/12/2007		DDE 23534354	GAUGE	045-010-004	DIPSTICK - OIL LEVEL	

Comments

[Feb 11, 2017 11:13:01 AM:OWLETL ] DWS PFP Description : GAUGE ASM  
 [Mar 6, 2018 9:36:27 PM:OWLETL ] ; Narrative : oil on l/s of engine, steam cleaned found dipstick oring leaking, replaced oring (imperial part), ran unit no leaks harrisburg unit 42359

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Parts

Part #	Quantity Processed	Unit of Measure	PFP Description
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Labor

SRT	SRT Description
104-6701E	DIPSTICK TUBE & ADAPTER - R&R
101-6105E	ENGINE - STEAM CLEAN AND PAINT (WHEN NEEDED)
101-6941E	REPAIR VALIDATION
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Submitting Location	Claim Number	Claim Type	Accepted Date	Process Date	
T8AR	T8ARWA11278721T	WARRANTY	09/15/2006	09/15/2006	
Failure Distance	Units	Product S/N	Make	Model	FS Code
242919	MILES	06R0800707	DDE	6067MV6E	

Failure

Failure Date	Repair Date	Primary Failed Part	PFP Description	Component	Component Description	Supplier Code
09/09/2006		DDE 23533741	Sup to: DDE R23533741	045-021-003	ELECTRONIC CONTROL MODULE (ECM) - ELECTRONIC ENGINE CONTROL	

Comments

[Feb 11, 2017 4:31:28 AM:OWLETL ] DWS PFP Description : DDECV KIT  
 [Mar 6, 2018 9:35:45 PM:OWLETL ] ; Narrative : Reprogramed engine ECM software to version 2.02 or higher. unit 42359 Memphis

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Part #	Quantity Processed	Unit of Measure	PFP Description

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SRT	SRT Description
3RD-6901E	REPROGRAM ECM
101-6941E	REPAIR VALIDATION

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Submitting Location	Claim Number	Claim Type	Accepted Date	Process Date	
T8AR	T8ARWA10999681T	FIELD SERVICE CAMPAIGN	02/07/2006	02/07/2006	
Failure Distance	Units	Product S/N	Make	Model	FS Code
157975	MILES	06R0800707	DDE	6067MV6E	

Failure

Failure Date	Repair Date	Primary Failed Part	PFP Description	Component	Component Description	Supplier Code
01/29/2006		DDE 23532014	Sup to: DDE 23536019	044-014-021	HARNESS - INJECTOR, EXTERNAL	

Comments

[Feb 11, 2017 4:00:08 AM:OWLETL ] DWS PFP Description : 23536019  
[Mar 6, 2018 9:27:17 PM:OWLETL ] ; Narrative : COMPLETE LEVEL 1 05M2 BULLETIN. UNIT 42359 MEMPHIS

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DDE 23532014	0		23536019
DDE R23535776	0		IN/RNG-F/PMP

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Labor

SRT	SRT Description
102-6999E	GENERAL OPERATION FOR FUEL SYSTEM

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Submitting Location	Claim Number	Claim Type	Accepted Date	Process Date	
T8AR	T8AR00B07066T	FIELD SERVICE CAMPAIGN	02/09/2006	02/09/2006	
Failure Distance	Units	Product S/N	Make	Model	FS Code
157975	MILES	1FUJBBCG25LN96875	FTL	ST120064S T	

**Failure**

Failure Date	Repair Date	Primary Failed Part	PFP Description	Component	Component Description	Supplier Code
01/29/2006	01/29/2006	25-SF311-000	ALTRNTR CABLE CLAMPS	031-001-060	WIRING HARNESS - ALTERNATOR	UNKNW
<b>Comments</b>						
[Oct 22, 2007 3:25:06 PM:] SERVICE CAMPAIGN PER SF311A ALTERNATOR CABLES - FABRICATED ALTERNATOR CABLE AS NEEDED						
[Sep 18, 2008 2:53:04 AM:DC] SERVICE CAMPAIGN PER SF311A ALTERNATOR CABLES - FABRICATED ALTERNATOR CABLE AS NEEDED						
[Sep 18, 2008 9:48:28 PM:DC] SERVICE CAMPAIGN PER SF311A ALTERNATOR CABLES - FABRICATED ALTERNATOR CABLE AS NEEDED						
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Part #	Quantity Processed	Unit of Measure	PFP Description
25-SF311-000	1	EACH	ALTRNTR CABLE CLMPS
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**Labor**

SRT	SRT Description
939-0010A	
996-0617B	
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