

FLA COE
FLB COE
FLD Conventional
Business Class
FLC 112 Conventional

Century Class Conventional
Argosy COE
Cargo
Columbia

Coronado
Business Class M2
> Cascadia
108SD/114SD

**Freightliner
Service Bulletin**

Description of Revisions: *This bulletin replaces the version dated January 2012. The damage code is updated.*

General Information

Cascadia vehicles built between August 29, 2011 and November 15, 2011 are equipped with solid cast-aluminum rear hood supports ([Fig. 1](#), Ref B). These vehicles may produce clunking, rattling, rumbling, or banging sounds that are objectionable to customers. As needed, use the procedure in this bulletin to install insulating pads on the cab-mounted hood supports.

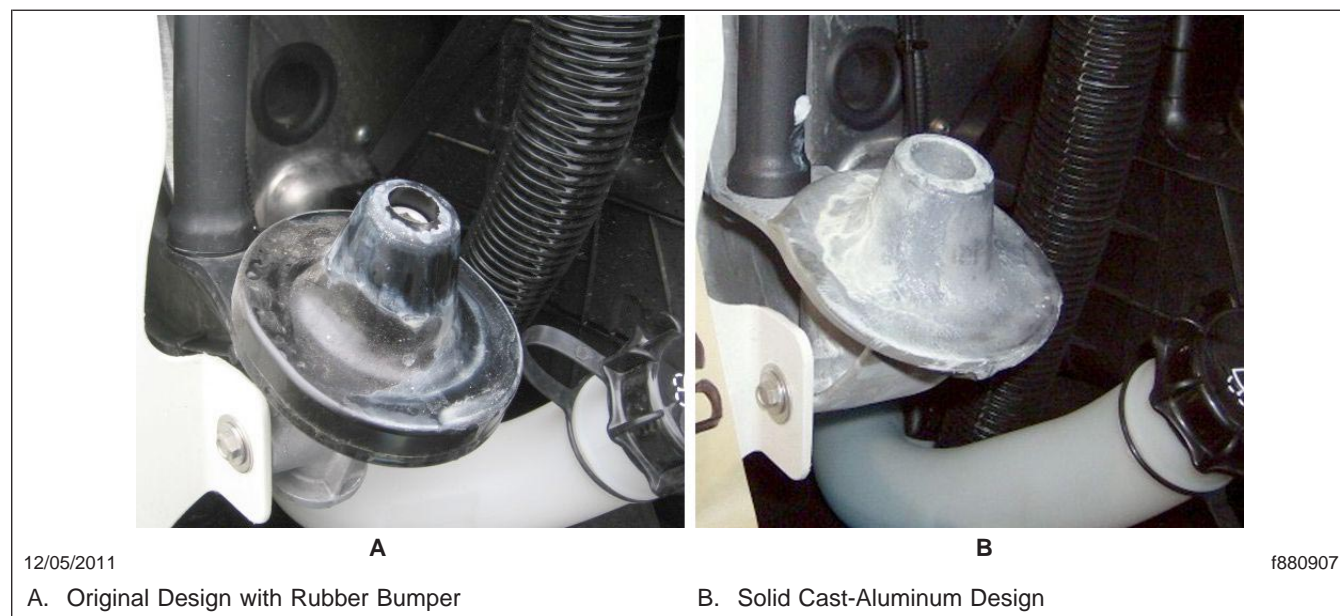


Fig. 1, Cascadia Rear Hood Supports

Parts

Parts are available through the PDCs. See [Table 1](#).

Parts		
Part Number	Description	Qty.
17-20045-000	Insulating Pad, Hood Rear Support	2

Table 1, Parts

Procedure

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Open the hood.
3. Using a 50/50 mixture of isopropyl alcohol and water, clean the grease from the rear hood supports and from the mating parts on the hood. Dry the cab-mounted hood supports where the insulating pads will be installed.

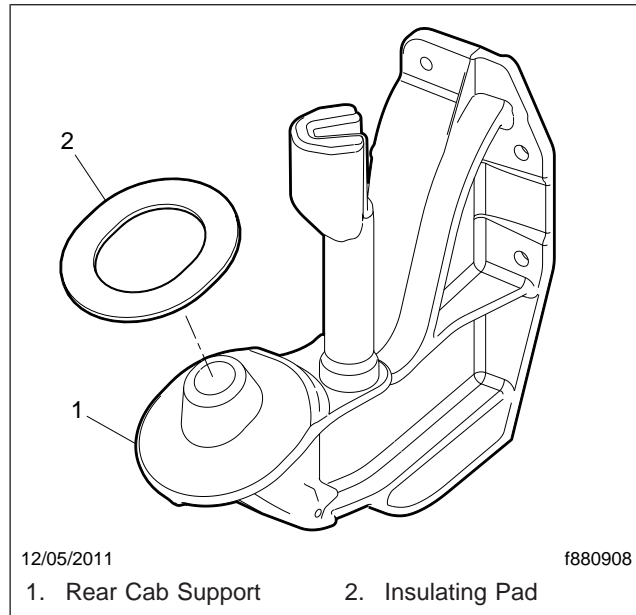
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4. Remove the backing from the adhesive on the insulating pad, then attach it to the hood support. See [Fig. 2](#). Repeat on the other side of the vehicle.


Fig. 2, Insulating Pad Installation

NOTE: Do not apply grease to the rear hood supports after the insulating pads are installed.

Warranty

This procedure is warrantable only if the described condition exists and the repair is performed within the applicable base or extended coverage warranty period. If a failure is not found, this procedure is considered preventive and warranty does not apply.

Normal warranty applies. See [Table 2](#) for QuickClaim damage code and labor allowance information. Refer to this service bulletin by number at the beginning of the claim comments. See [Table 3](#) for OWL VMRS codes and labor allowance information. Enter this service bulletin number in the *Service Bulletin #:* field.

QuickClaim Damage Code and Labor Allowance			
Damage Code	SRT Code	Description	Time: Hours
644-001032487	643-5015A	SUPPORT, HOOD, REAR, MODIFICATION	0.1

Table 2, QuickClaim Damage Code and Labor Allowance

OWL VMRS Codes and Labor Allowance					
Primary Failed Part	Component Code	Cause Code	SRT Code	Description	Time: Hours
A17-19266-000 and A17-19266-001	002-004-095	65	643-5015A	SUPPORT, HOOD, REAR, MODIFICATION	0.1

Table 3, OWL VMRS Codes and Labor Allowance