

Daimler Trucks North America LLC

Daimler Trucks North America LLC
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March 2011
FL587A
NHTSA #11V-008

Subject: Freightliner Business Class M2 Seat Belt Anchor Backing Plates

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Business Class M2 model vehicles manufactured August 25, 2009, through September 3, 2009, at the Santiago truck manufacturing plant.

Certain Business Class M2 vehicles may have been manufactured with out-of-specification inboard (buckle end) seat belt anchor backing plates. Although these vehicles comply with FMVSS 210 (Seat Belt Assembly Anchorages), they do not meet DTNA design specifications. In the event of a crash, the seat belt anchorage may not perform as expected, increasing the risk of injury. Some vehicles have already had the seat belt anchorages brought up to DTNA design standards.

Potentially affected vehicles will be inspected and those that have not already been modified, will have the existing seat belt anchor bolt replaced and two hardened washers and a jam nut added.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. The Recall will take up to an hour and will be performed at no charge to you.

IMPORTANT: When the Recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL587A**.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) FTL-HELP after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Freightliner LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Freightliner LLC dealer.

Please speak with your Freightliner LLC authorized dealer concerning this matter.