

DAIMLER

Daimler Trucks North America
Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

June 26, 2012

Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215, Rm. W45-206)
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**RE: Defect Information Report – Supplemental Report No. 1
12V-207, FL-626, Freightliner Business Class M2 High Beam Headlamps
Dealer Notice**

Ms. Lewis,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers.

- (c)(3) Total number of vehicles potentially affected: 1,249
- (c)(8)(ii) Dealer and distributor notification: Began and ended: June 26, 2012
- (c)(10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions, or concerns.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

Subject: Freightliner Business Class M2 High Beam Headlamps

**Models Affected: Specific Freightliner Business Class M2 vehicles
manufactured February 6, 2012, through March 14, 2012.**

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 1,700 vehicles involved in this campaign.

The Freightliner Business Class M2 headlamp has a two bulb/two reflector system. In high-beam operation, the lamp illuminates both the low-beam and high-beam bulbs. An inadvertent parameter change may turn off the low-beam bulb while the headlamp is in high-beam mode. When this happens, the driver may perceive a lack of foreground lighting in certain driving conditions and this may increase the risk of a crash.

Vehicles will be inspected and the software will be updated, when needed, to turn on the low-beam bulb when the headlamps are in high-beam mode. 100 percent of vehicles are expected to need the headlamp software parameter updated.

Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from 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.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Parts

No parts are required for this Recall. It requires a software update only.

If our records show your dealership has ordered any vehicles involved in campaign number FL626A, 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 recall.

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 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL626AB	Inspect high beam headlamp operation	0.2	996-0879A	000-Inspected
	Inspect high beam headlamp operation and update software parameters	0.4	996-0879B	000-Modifiedx

Table 1

Recall Campaign

Daimler Trucks
North America LLC

June 2012
FL626A
NHTSA #12V-207

IMPORTANT: When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). 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 recall kit is not required or there is no completion sticker in the kit, write the recall 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 QuickClaim or OWL:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL626A**).
- In the Primary Failed Part Number field, enter **25-FL626-000**.
- No parts are required for this repair.
- 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.
- For OWL, the VMRS Component Code is 034-004-019 and the Cause Code is A1 - Campaign.
- **U.S. and Canada – Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following:
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines for this recall.)
 - Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in sublet/outside purchases.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.

IMPORTANT: ServicePro or OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets and 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. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

Recall Campaign

Daimler Trucks
North America LLC

June 2012
FL626A
NHTSA #12V-207

Copy of Notice to Owners

Subject: Freightliner Business Class M2 High Beam Headlamps

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 vehicles manufactured February 6, 2012, through March 14, 2012.

The Freightliner Business Class M2 headlamp has a two bulb/two reflector system. In high beam operation, the lamp illuminates both the low beam and high beam bulbs. An inadvertent parameter change may turn off the low beam bulb while the headlamp is in high beam mode. When this happens, the driver may perceive a lack of foreground lighting in certain driving conditions and this may increase the risk of a crash.

Vehicles will be inspected and the software will be updated, when needed, to turn on the low beam bulb when the headlamps are in high beam mode.

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

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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) 385-4357 after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, 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 Daimler Trucks North America 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 Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

Recall Campaign

Daimler Trucks
North America LLC

June 2012
FL626A
NHTSA #12V-207

Work Instructions

Subject: Freightliner Business Class M2 High Beam Headlamps

Models Affected: Specific Freightliner Business Class M2 vehicles
manufactured February 6, 2012, through March 14, 2012.

Headlamp Inspection and Software Parameter Update

1. Check the base label (Form WAR259) for a completion sticker for FL626 (Form WAR260) 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, no work is needed. If a sticker is not present, continue with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Turn on the high beam headlamp.

If both the low-beam and high-beam bulbs are illuminated, no further work is needed. Clean a spot on the base label (Form WAR259) and attach a completion sticker for FL626 (Form WAR260) to the base label.

If both the low-beam and high-beam bulbs are **not** illuminated, continue with the next step.

4. Connect the vehicle to ServiceLink.
5. Go to the BHM (Bulkhead Module) features list, and locate the currently-installed reference parameter for the headlamp. This will be 26-01077-xxx (with "xxx" designating the current programming on the vehicle). See Fig. 1.

Reference Parameter	Description	Release Number
26-01053-004	With Dual Remote Heated Mirrors (Smart Switch)	P10862-26
26-01066-000	Not Multiplexed, No Engine RPM Control	P10882-12
26-01061-000	Dash Panel Lamp Wiring	P10972-77
26-01052-001	Not Multiplexed, Engine Cruise Control	P27082-36
26-01053-090	Not Multiplexed, Electric Fuel Gauge	P10862-12
26-01058-011	Hydromax Brake Warning Lamp and Buzzer, With Air Park Brake	P38085-88
26-01070-009	Differential Lock, No Interaxle Lock, No Buzzer (Smart Switch)	P38994-21
26-01072-025	Suspension Dump (SSID 65)	P38994-37
26-01077-045	Headlamps-Front Turn, Combo PWM'd Low Beam/DRL, No low beams w/ High beams	P43188-01
26-01080-002	Baseline Parameter version 7.10	P36964-10
26-01085-000	Ragen Request, SSID 117	P38984-02
26-01085-004	PARAM-BASELINE CORRECTION, 7.10	P41819-52
26-20100-001	SMARTFLEX ON/OFF LATCHING SW#1, INITIAL FACTORY PARAMETER	P41300-23

05/23/2012 11:00:33 Online f120225

1. Headlamp Reference Parameter

Fig. 1, BHM Features List in ServiceLink

6. Using **Table 2**, determine the current vehicle parameter and use it to identify the replacement parameter.

Head Lamp Reference Parameter	
Current	Replacement
26-01077-045	26-01077-009
26-01077-046	26-01077-004
26-01077-047	26-01077-015
26-01077-048	26-01077-017

Table 2, Head Lamp Reference Parameter

7. Enter the new parameter in the "Enter New Reference Parameter (Replacement Parameter)" field, located near the bottom of the screen. See **Fig. 2** (on the next page).
8. Press the "Add to List" button, then press the "Apply Changes" button.
9. Verify that the new parameter appears in the "Features" field.
10. Turn on the high beam headlamp. Both the low-beam and high-beam headlamps should be illuminated. Clean a spot on the base label (Form WAR259) and attach a completion sticker for FL626 (Form WAR260) to the base label.

Recall Campaign

Daimler Trucks
North America LLC

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The screenshot shows the ServiceLink web application interface. On the left is a navigation sidebar with icons for 'Disconnect', 'ECU List', 'Bulkhead Module', 'Chassis Module', 'Instrument Cluster', 'Switch Expansion Module', and 'Switch Mod Module'. The main content area has a top navigation bar with 'Home', 'ECUs', 'Admin', and 'Help'. Below this is a sub-navigation bar with 'General Info', 'Faults', 'Configuration', 'Features', 'Flashing', and 'Templates'. The 'Features' section is active, displaying a table of 'Currently Installed Features'.

Reference Parameter	Description	Release Number
26-01053-004	With Dual Remote Heated Mirrors (Smart Switch)	P10862-26
26-01060-000	Not Multiplexed, No Engine RPM Control	P10862-12
26-01061-000	Dash Panel Lamp Wiring	P10872-77
26-01062-001	Not Multiplexed, Engine Cruise Control	P27092-36
26-01063-000	Not Multiplexed, Electric Fuel Gauge	P10862-12
26-01068-011	Hydromax Brake Warning Lamp and Buzzer, With Air Park Brake	P39066-98
26-01070-089	Differential Lock, No Interaxle Lock, No Buzzer (Smart Switch)	P39994-21
26-01072-025	Suspension Dump (SSID 65)	P39994-37
26-01077-045	Headlamps-Front Turn, Combo PWM'd Low Beam/DRL, No low beams w/ High beams	P43168-01
26-01080-002	Baseline Parameter version 7.10	P35964-10
26-01085-000	Regen Request, SSID 117	P39984-02
26-01086-004	PARAM-BASELINE CORRECTION, 7.10	P41818-52
26-20100-001	SMARTPLEX ON/OFF LATCHING SW#1, INITIAL FACTORY PARAMETER	P41390-23

Below the table are buttons for 'Refresh Features List', 'Undo Last Changes', and 'Display Wiring Instructions'. The 'Add New Features' section is active, showing an input field for 'Enter New Reference Parameter:' with the value '26-01077-009' and a cursor. To the right of the input field is a button labeled 'A'. Below this are 'Add to List' and 'Clear List' buttons. A table below shows the new entry:

Reference Parameter	Description
26-01077-009	Headlamps, With DRLs, Combo Front Turn/DRL and PWM'd Low Beam

At the bottom of the 'Add New Features' section is an 'Apply Changes' button. The date '05/23/2012' is in the bottom left and 'f120226' is in the bottom right.

Fig. 2, New Replacement Reference Parameter Entry Field

12-024

Date: June 26, 2012
To: Dave Stanley, David Cook, Andy Jones, Phyllis Caplovitz
cc: Nasser Zamani
From: Liz Moller
Subject: **Recall Campaign FL626 – Dealer Bulletin
Freightliner Business Class M2 High Beam Headlamps**

Included: United States
NHTSA #12-v207
NHTSA School Bus # Canada
Transport Canada #
Transport Canada School Bus #

Attached is a pdf file of the subject dealer Recall Bulletin. The bulletin was posted on June 26, 2012.

Total for Recall

In total, there are 1,745 vehicles involved: 1,249 U.S., 0 Canadian, and 496 Export.

Check here when school buses are involved and complete below.

Subtotal for Non-School Buses

For non-school buses, there are _____ vehicles involved: _____ U.S., _____ Canadian,
and _____ Export.

Subtotal for School Buses

For school buses, there are _____ vehicles involved: _____ U.S., _____ Canadian, and
_____ Export.

Please advise if you need further information.