

January 2017
FL722AB
NHTSA #16V-658
Transport Canada #16-442

Subject: Freightliner Brake Caliper Bolts

**Models Affected: Specific Freightliner 114SD and Business Class
M2 vehicles manufactured March 10, 2015, through July 7, 2016.**

General Information

IMPORTANT: A special torque adaptor is required for this repair (see Replacement Parts section for ordering instructions). Advance arrangements with the customer are required to ensure the dealership has acquired the torque adaptor.

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 285 vehicles involved in this campaign.

On certain vehicles, the brake caliper mounting bolts may be insufficiently torqued, resulting in the bolts loosening. Loose brake caliper mounting bolts may not provide adequate clamping force between the brake caliper and the brake anchor plate which may result in a loose or detached caliper. A loose or detached caliper may contribute to reduced brake effectiveness, increasing the possibility of a vehicle crash.

Vehicles will be inspected. If loose caliper bolts are identified, vehicles will be repaired.

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

Replacement parts are now available and can be obtained by ordering the kit or part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL722, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

NOTE: Order the special torque adaptor only if your dealership has sold or services any of the vehicle on this list.

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Torque Adaptor Ordering Instructions (p/n 3256B1354):

NOTE: Only one torque adaptor per dealership will be shipped free of charge for recall FL722. Additional adaptors can be purchased at dealer expense.

- Order directly from Meritor, Monday thru Friday, 8:00 am - 4:30 pm Eastern Time.
- To order, send an email to Courtney Elbert at Courtney.elbert@meritor.com. Orders placed before 4:30 pm Eastern Time will be shipped by ground the same day.
- In the email subject line enter "DTNA FL722 Torque Adaptor."
- In the email body provide the following information:
 - Dealership name
 - Dealership address
 - Contact name, number and/or email address of person at dealership receiving the torque adaptor
 - DTNA Dealer Code
 - Meritor Dealer Code
 - Serial number of VIN in FL722 receiving repair

The Hardware Parts in Table 1: Order from your facing Parts Distribution Center.

Table 1 - Replacement Parts for FL722AB

NOTE: Vehicles in FL722A only require caliper bolts if loose or missing bolts are found during inspection. Vehicles in FL722B require all 36 caliper bolts to be replaced.

Campaign Number	Part Description	Part Number	Qty. per Vehicle
FL722A (264 VINs)	CLP2TRQ PLT-MTG (each box contains 6 bolts)	TDA KIT225205	0 to 6 boxes
FL722B (21 VINs)			6 boxes
FL722AB	COMPLETION STICKER	WAR260	1 ea

Table 1

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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL722A (264 VINs)	Inspect and torque all caliper bolts	2.7	996-0998A	12-Repair Recall/Campaign
	If missing/loose bolts on FRONT axle, add Caliper and Mtg Plate Inspect (996-0998C) to Inspect/Torque procedure (996-0998A) Claim this SRT once per affected caliper up to two times	0.7	996-0998C	
	If missing/loose bolts on REAR axles, add Caliper and Mtg Plate Inspect (996-0998D) to Inspect/Torque procedure (996-0998A) Claim this SRT once per affected caliper up to four times	0.8	996-0998D	
FL722B (21 VINs)	Inspect for damage to caliper and mounting plate; replace all caliper bolts	6.8	996-0998B	

Table 2

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

IMPORTANT: A special torque adaptor is required for this repair (see Replacement Parts section for ordering instructions). Advance arrangements with the customer are required to ensure the dealership has acquired the torque adaptor.

NOTE: Only one torque adaptor per dealership will be shipped free of charge for recall FL722. Additional adaptors can be purchased at dealer expense.

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL722-A** or **FL722-B**).
- In the Primary Failed Part Number field, enter **25-FL722-000**.
- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-0010A for 0.3 hours. NOTE: If loose or missing bolts are found during the Inspect/Torque procedure, you may include SRTs 996-0998C and/or 996-0998D in addition to 996-0998A for each affected caliper. See procedure descriptions in Table 2.
- The VMRS Component Code is **013-001-132** and the Cause Code is **A1 - Campaign**.

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- **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.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - Reimburse the customer the appropriate amount.

IMPORTANT: 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 DTNACconnect.com / WSC, 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.

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Copy of Notice to Owners

Subject: Freightliner Brake Caliper Bolts

For the Notice to U.S. Customers: This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

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 specific Freightliner 114SD and Business Class M2 vehicles manufactured March 10, 2015, through July 7, 2016.

On certain vehicles, the brake caliper mounting bolts may be insufficiently torqued, resulting in the bolts loosening. Loose brake caliper mounting bolts may not provide adequate clamping force between the brake caliper and the brake anchor plate which may result in a loose or detached caliper. A loose or detached caliper may contribute to reduced brake effectiveness, increasing the possibility of a vehicle crash.

Vehicles will be inspected. If loose caliper bolts are identified, vehicles will be repaired.

This is the second of two notices mailed regarding the subject of campaign FL722AB. The final repair is ready and parts have been secured. **Important: Advance arrangements are required to ensure a required torque adaptor is available at the dealership.** 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 / Contact Us / Find a Dealer. The Recall will take approximately three to eight hours depending on the repair, 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.

For the Notice to U.S. Customers: 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>. **For the Notice to Canadian Customers:** 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.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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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.

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Work Instructions

Subject: Freightliner Brake Caliper Bolts

Models Affected: Specific Freightliner 114SD and Business Class
M2 vehicles manufactured March 10, 2015, through July 7, 2016.

IMPORTANT: A special torque adaptor is required for this repair (see Replacement Parts section for ordering instructions). Advance arrangements with the customer are required to ensure the dealership has acquired the torque adaptor.

Preliminary Procedure

1. Check the base label (Form WAR259) for a completion sticker for FL722 (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 there is no sticker, proceed with step below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Vehicles in FL722A, go to Caliper Bolt Location and Torque Check Procedure below.
Vehicles in FL722B, go to Caliper and Mounting Plate Inspection Procedure on page 9.

Caliper Bolt Location and Torque Check

1. Raise the axle being serviced, and support it on a jack stand.
2. Remove the wheels. For instructions, refer to [Group 40](#) of the vehicle's workshop manual.
3. Inspect each brake caliper (front and rear) to make sure the caliper has all six caliper mounting bolts installed, that the bolts are all in the correct locations (see [Fig. 1](#) and [Fig. 2](#)), and that they are not loose.

If any of the bolts are loose (hand tight) or missing, go to "Caliper and Mounting Plate Inspection" on page 9.

If no bolts are loose (hand tight) or missing, proceed below.

If any of the bolts are in the wrong position, relocate them to the correct position.

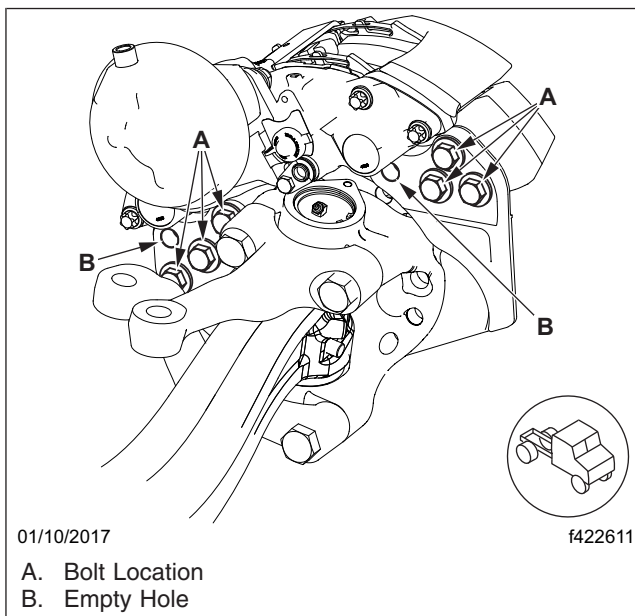


Fig. 1, Caliper Bolts, Front Axle

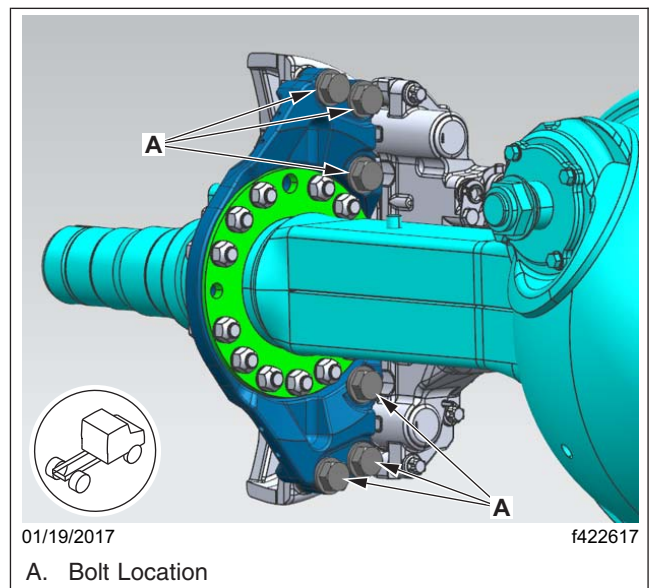




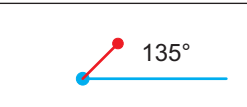


Fig. 2, Caliper Bolts, Rear Axle

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- Using a 30 mm socket, tighten the six caliper mounting bolts using an inside out torque pattern to 400 ± 40 lbf·ft (543 ± 54 N·m). Use the special torque adaptor, (p/n 3256B1354), shown in **Table 3** where needed for access to the caliper mounting bolts. When using the special torque adaptor, use the settings shown in **Table 3**, for torque compensation.

Torque Compensation with Meritor Extension Tool 3256B1354*				
				
All torque settings are ± 40 lbf·ft (± 54 N·m)				
Angle View	Extension Angle (degrees)	Wrench Length [inches (cm)]	Target Torque [lbf·ft (N·m)]	Tool Setting [lbf·ft (N·m)]
	0	43.5 (110.5)	400 (542)	334 (453)
	45			364 (494)
	90			400 (542)
	135			444 (602)

* Compensation is calculated for a 43.5 inch (110.5 cm) nominal torque wrench using Meritor extension tool 3256B1354 at various angles.

Table 3

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5. Install the wheel. For instructions, refer to **Group 40** of the vehicle's workshop manual.
6. Remove the jack stands, and lower the vehicle.
7. Clean a spot on the base label (Form WAR259). Write the campaign number, FL722, on a blank red completion sticker (Form WAR260), to indicate the work has been completed, and attach it to the base label.

Caliper and Mounting Plate Inspection

NOTE: Some steps may already be completed.

1. Drain the air from the air system.
2. Raise the axle being serviced, and support it on a jack stand.
3. If inspecting a rear axle, cage the spring-brake chambers on the axle being inspected.
4. Remove the wheels. For instructions, refer to **Group 40** of the vehicle's workshop manual.
5. Back off the caliper adjuster. For instructions, see **Group 42** of the vehicle's workshop manual.
6. Remove the caliper. For instructions, see **Group 42** of the vehicle's workshop manual.
7. Inspect the mounting surfaces for signs of movement between the caliper and mounting plate.

If there is evidence of damage to the caliper or mounting plate, take clear photos of the damage and submit an "OWL Campaign Preapproval Claim" to the Warranty Campaigns Department for replacement approval.

If there is no evidence of damage; proceed to the next step.

8. Using new mounting bolts (TDK KIT225205), install the caliper. For instructions, see **Group 42** of the vehicle's workshop manual.
9. Using a 30 mm socket, tighten the six caliper mounting bolts using an inside out torque pattern to 400 ± 40 lbf·ft (543 ± 54 N·m). Use the special torque adaptor, (p/n 3256B1354), shown in **Table 3** where needed for access to the caliper mounting bolts. When using the special torque adaptor, use the settings shown in **Table 3**, for torque compensation.
10. If work was done on a rear axle, uncage the spring-brake chambers.
11. Install the wheel. For instructions, refer to **Group 40** of the vehicle's workshop manual.
12. Remove the jack stands, and lower the vehicle.
13. Clean a spot on the base label (Form WAR259). Write the campaign number, FL722, on a blank red completion sticker (Form WAR260), to indicate the work has been completed, and attach it to the base label.