

IMPORTANT CAMPAIGN INFORMATION

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090 FAX 503-745-9009

REF #: ICI17-005
Effective: 3/15/17
Release: 3/15/17

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

SUBJECT: FL731 - Interim Recall Notice

This letter is to inform you that an Interim Recall Notice was sent to affected customers for upcoming recall *FL731~ ICU3S Dual Cluster Displays*. The interim notices were mailed March 9, 2017. A copy follows for your reference.

This notice is for your information only. There is no action for customers or dealers to take at this time. If customers inquire, please refer them to the Interim Recall Notice and let them know the recall will begin when all preparations are completed.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

Daimler Trucks North America LLC

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P.O. Box 4090
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March 2017
FL731A
Interim Recall Notice
NHTSA # 17V-043

IMPORTANT SAFETY RECALL

See enclosed VIN list.

Subject: ICU3S Dual Cluster Displays

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 108SD, 114SD, and Business Class M2 model vehicles manufactured March 5, 2015, through August 15, 2016.

Note: Recently an Advance Notice was mailed to the registered customer of this vehicle regarding upcoming field service campaign SF533, titled Instrument Cluster Update. Please disregard that notice. This vehicle has been removed from SF533 and placed in the above subject Recall campaign, FL731.

On certain vehicles, hardware and software incompatibilities between the right and left hand dash cluster displays may result in the left hand ICU3S becoming completely unresponsive until all power is removed. If the ICU3S becomes unresponsive, the turn signals may not function which could lead to a vehicle crash.

The ICU3S dash clusters will be replaced with a new dash cluster.

There is no action to take at this time. This is the second of three notices you will receive regarding this subject. Daimler Trucks is currently validating the repair and securing replacement parts.

The third notice will inform you when the final remedy is available. **When you receive the third notice**, please contact your authorized Daimler Trucks North America dealer to schedule the Recall for your vehicle.

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 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, 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.

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March 2017
FL731A
Interim Recall Notice
Transport Canada # 17-031

IMPORTANT SAFETY RECALL

See enclosed VIN list.

Subject: ICU3S Dual Cluster Displays

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 which relates to motor vehicle safety exists on specific Freightliner Business Class M2 model vehicles manufactured March 23, 2015, through May 2, 2016.

Note: Recently an Advance Notice was mailed to the registered customer of this vehicle regarding upcoming field service campaign SF533, titled Instrument Cluster Update. Please disregard that notice. This vehicle has been removed from SF533 and placed in the above subject Recall campaign, FL731.

On certain vehicles, hardware and software incompatibilities between the right and left hand dash cluster displays may result in the left hand ICU3S becoming completely unresponsive until all power is removed. If the ICU3S becomes unresponsive, the turn signals may not function which could lead to a vehicle crash.

The ICU3S dash clusters will be replaced with a new dash cluster.

There is no action to take at this time. This is the second of three notices you will receive regarding this subject. Daimler Trucks is currently validating the repair and securing replacement parts.

The third notice will inform you when the final remedy is available. **When you receive the third notice**, please contact your authorized Daimler Trucks North America dealer to schedule the Recall for your vehicle.

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 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.

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

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Télécopieur : 503.745.9009

Mars 2017

FL731A

Avis de rappel intérimaire

Transport Canada 17-031

RAPPEL IMPORTANT LIÉ À LA SÉCURITÉ

Consultez la liste de NIV ci-jointe.

Objet : Écrans de bloc d'instruments double ICU3S

cet avis vous a été envoyé conformément à la Loi sur la sécurité automobile du Canada.

Au nom de sa filiale Freightliner Trucks Division, Daimler Trucks North America LLC (DTNA), a déterminé qu'une déféctuosité liée à la sécurité des véhicules automobiles existe sur certains véhicules Freightliner Business Class M2 construits entre le 23 mars 2015 et le 2 mai 2016.

Remarque : récemment, un préavis a été envoyé à l'utilisateur en dossier de ce véhicule, concernant la campagne de service après-vente SF533, intitulée Mise à jour des blocs d'instruments. Veuillez ignorer cet avis. Ce véhicule a été retiré de la campagne SF533 et placé dans la campagne de rappel FL731 ci-dessus.

Sur certains véhicules, les incompatibilités de matériel et de logiciels entre les écrans des tableaux de bord de droite et de gauche peuvent entraîner un manque de réponse total du bloc d'instruments ICU3S de gauche jusqu'à ce que toutes les sources d'alimentation électrique soient coupées. Si l'ICU3S ne réagit pas, les clignotants peuvent ne pas fonctionner, ce qui pourrait entraîner un accident du véhicule.

Le bloc d'instruments du tableau de bord ICU3S sera remplacé par un nouveau bloc d'instruments de tableau de bord.

Aucune action n'est nécessaire pour l'instant. Ceci est le second de trois avis que vous recevrez à ce sujet. Daimler Trucks effectue actuellement la validation de la réparation et prépare la fourniture des pièces de rechange.

Le troisième avis vous informera quand la solution finale sera disponible. **Lorsque vous recevez le troisième avis**, veuillez contacter votre concessionnaire autorisé Daimler Trucks North America, afin de prendre les dispositions nécessaires pour le rappel de votre véhicule.

si vous n'êtes pas le propriétaire du ou des véhicules dont les numéros d'identification apparaissent sur l'avis de rappel, veuillez retourner l'avis au Service des campagnes de garanties avec tous les renseignements dont vous disposez qui pourraient nous aider à identifier le propriétaire actuel. Le loueur est également tenu par la loi fédérale de faire parvenir cet avis au locataire dans les 10 jours. Si vous êtes un fabricant secondaire, la loi fédérale exige que vous fassiez suivre cet avis à vos distributeurs et détaillants dans les cinq ouvrables.

Si vous avez des questions à propos de ce rappel, ou si vous avez besoin de plus de renseignements, veuillez communiquer avec le Service des campagnes de garantie au 1-800-547-0712 entre 7 h et 16 h, heure du Pacifique, du lundi au vendredi, envoyer un courriel à DTNA.Warranty.Campaigns@Daimler.com ou appeler le Centre d'assistance à la clientèle au 1-800-FTL-HELP (1-800-385-4357) après les heures normales de bureau.

Nous sommes désolés pour tout inconvénient pouvant résulter de cette activité, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules motorisés.

SERVICE DES CAMPAGNES DE GARANTIE
Pièce jointe