

August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386

## Subject: Business Class M2 Steering Shafts

**Models Affected: Specific Freightliner Cascadia Business Class M2 vehicles manufactured December 1, 2017, through May 30, 2018, and built at the Santiago, Mexico, manufacturing plant.**

### 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 9,997 vehicles involved in this campaign.

On certain vehicles, the steering shaft assembly may not have been installed correctly. This could lead to a loss of mechanical connection between the steering wheel and the front axle wheels, resulting in a possible loss of vehicle control and increased risk of a crash.

An authorized DTNA dealer will inspect the steering installation and make any needed repairs.

**NOTE: DTNA strongly advises drivers to inspect the steering shaft prior to the next trip to ensure proper installation.** A customer inspection is included in the Notice to Owners to help determine if the vehicle is safe to drive to the dealership or if it needs to be towed.

### 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 and/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 FL781, 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.

**Table 1** - Replacement Parts for FL781

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
FL781A	N/A	BOLT-PINCH,STEERING,M10-1.25,GEOMET XL,D	14-18771-000	1 ea
		NUT-HEX,PREVAILING TORQUE,M10,GEOMET XL,	14-18772-000	1 ea
		BLANK COMPLETION STICKER	WAR260	1 ea

**Table 1**

August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386

## 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 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL781A	Inspect steering shaft splines and pinch bolt.	0.2	996-R046A	06-Inspect
FL781A	Inspection; replace and/or torque pinch bolt.	0.3	996-R046B	12-Repair Recall/Campaign

**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

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:

**NOTE: DTNA strongly advises drivers to inspect the steering shaft prior to the next trip to ensure proper installation.** A customer inspection is included in the Notice to Owners to help determine if the vehicle is safe to drive to the dealership or if it needs to be towed. If the vehicle is towed, please submit an OWL Campaign Preapproval for FL781 and include both the campaign repair and tow invoice.

- Claim type is **Recall Campaign**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL781-A**).
- In the Primary Failed Part Number field, enter **25-FL781-000**.
- 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 939-6010A for 0.3 hours.
- The VMRS Component Code is **015-003-055** and the Cause Code is **A1 - Campaign**.
- In the Other Items field, if the vehicle was towed in due to NOT passing the Customer Inspection, enter the towing cost and attach a copy of the tow invoice.
- **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.

**August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386**

- 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 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.

August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386

## Copy of Notice to Owners

### Subject: Business Class M2 Steering Shafts

**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 Cascadia Business Class M2 vehicles manufactured December 1, 2017, through May 30, 2018, and built at the Santiago, Mexico, manufacturing plant.

On certain vehicles, the steering shaft assembly may not have been installed correctly. This could lead to a loss of mechanical connection between the steering wheel and the front axle wheels, resulting in a possible loss of vehicle control and increased risk of a crash.

An authorized DTNA dealer will inspect the steering installation and make any needed repairs.

**DTNA strongly advises drivers to inspect the steering shaft prior to the next trip to ensure proper installation.** Please follow the Customer Inspection instructions on the following pages. If the vehicle does NOT pass the customer inspection, DO NOT drive the vehicle. Have it immediately towed to the nearest DTNA dealership. If the vehicle passes the customer inspection, the vehicle may be driven to the nearest DTNA dealer for the formal inspection and to complete the recall. Contact an authorized DTNA dealer to arrange to have the recall performed.

To locate an authorized dealer, go to [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately one 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.

**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](mailto: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](mailto: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

**August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386**

## **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.

August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386

## Copy of Notice to Owners Customer Inspection Instructions Business Class M2 Steering Shafts

Please check the steering shaft and steering pinch bolt installation by following the steps below. If either is not installed correctly, **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership.

If the vehicle passes the customer inspection, the vehicle may be driven to the nearest DTNA dealer for the formal inspection and to complete the recall.

### Steering Shaft and Pinch Bolt Inspection

#### WARNING

Do not drive the vehicle if there are no bolt threads exposed beyond the nut, or there are no splines exposed on both sides of the bolted connection. Driving the vehicle without a fully secured steering assembly could result in disengagement of the steering column and a loss of steering control, which could result in personal injury and property damage.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the rear tires.
2. Locate the steering shaft inside the cab, as shown in **Figure 1**.
3. Look at the connections between the steering column and steering shaft, and the nut to pinch bolt connection, as indicated in **Figure 1**. It may be necessary to remove a cover plate to see the bolt.



Figure 1, Steering Pinch Bolt

August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386

## Copy of Notice to Owners Customer Inspection Instructions

4. First, inspect the nut to pinch bolt connection. There must be bolt threads exposed beyond the nut as shown in **Figure 1**.

If threads **are** visible, go on to the next step.

If threads **are not** visible, DO NOT drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.

5. Second, inspect the exposed splines of the steering shaft connection as shown in **Figure 2**. It may be necessary to turn the steering wheel to gain adequate visibility of the splines.

If the steering shaft splines **are not** visible on both sides of the bolted connection, DO NOT drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.

If the steering shaft splines **are** exposed on both sides of the bolted connection, the vehicle may be driven to the nearest DTNA dealer for the formal inspection and to complete the recall.



**Fig. 2, Steering Shaft Splines**

August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386

## Work Instructions

### Subject: Business Class M2 Steering Shafts

**Models Affected:** Specific Freightliner Cascadia Business Class M2 vehicles manufactured December 1, 2017, through May 30, 2018, and built at the Santiago, Mexico, manufacturing plant.

**NOTE:** DTNA strongly advises drivers to inspect the steering shaft prior to the next trip to ensure proper installation. A customer inspection is included in the Notice to Owners to help determine if the vehicle is safe to drive to the dealership or if it needs to be towed.

### Steering Shaft Procedure

1. Check the base label (Form WAR259) for a completion sticker for FL781 (Form WAR260) indicating this work has been completed. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.
3. Locate the steering shaft inside the cab.
4. Inspect the splines on the bolted steering shaft connection shown in [Fig. 1](#). If splines are exposed on both sides of the connection, go to step 6. If splines are not exposed on both sides of the connection, remove the nut and bolt and discard. Continue with step 5.



Fig. 1, Steering Shaft Splines

**August 2018  
FL781A  
NHTSA #18V-487  
Transport Canada #18-386**

5. Position the shaft to align the hole with the groove in the shaft, and install a new bolt and nut.
6. Use a calibrated torque wrench and a backing wrench on the bolt head. Set the torque wrench to 33 lbf-ft (45 N·m) and tighten from the nut side.
7. Apply torque seal to the nut.
8. Clean a spot on the base label (Form WAR259), write the recall number, FL781, on a red completion sticker (Form WAR260), and attach it to the base label to show this work has been completed.