

IMPORTANT CAMPAIGN INFORMATION

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager

Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC 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

REF #: ICI20-031
Effective: 10/01/2020
Release: 10/01/2020

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

SUBJECT: FL859 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL859 ~ OptiView Dash Cluster Brightness*. The interim notices will be mailed approximately 10/06/2020. A copy follows for your reference.

This notice is for your information only. There is no action for customers or dealers to take. If customers inquire, please refer them to the interim notice.

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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Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

October 2020
FL859
Interim Recall Notice
NHTSA #20V-485

IMPORTANT SAFETY RECALL

See enclosed VIN list

Subject: OptiView Dash Cluster Brightness

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), and its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Model Years 2015 - 2019 FCCC XCL, XCM, XCP, XCR, and XCS chassis manufactured October 21, 2014, through May 7, 2019.

The dash display may not dim to a level barely discernable as required in FMVSS101. The brightness may create a glare and reduce certain drivers visibility of the road, increasing the risk of a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Trucks is currently securing replacement parts. **There is no action for you to take at this time.**

The second notice will inform you when the final remedy is available. **When you receive the second 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. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. 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 go 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