

May 2020  
FL848A  
NHTSA #20V-214  
Transport Canada #2020-158

## Subject: Mud Flap Reflective Tape

**Models Affected: Specific Model Year 2006-2021 Freightliner 122SD, Argosy, Business Class M2, Cascadia, Century Class, Classic, Columbia, Coronado, and FLD vehicles; Western Star 5700 vehicles; and Sterling A9500 and AT9500 vehicles manufactured April 14, 2005, through March 27, 2020.**

## General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division and wholly owned subsidiaries, Western Star Truck Sales, Inc., and Sterling Trucks Corporation, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

On certain vehicles, the rear reflective tape on the mud flaps may be partially covered by the mud flap hanger bracket, which may result in noncompliance with conspicuity tape requirements of FMVSS 108; Lamps, reflective devices, and associated equipment. This may reduce visibility to other drivers, increasing the risk of a crash.

The reflective tape located on the rear face of the rear mud flaps will be inspected for proper installation, and if necessary, removed and reinstalled.

There are approximately 64,048 vehicles involved in this campaign.

### 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 Replacement parts are required.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL848, a list of the customers and vehicle identification numbers will be available on DTNAConnect.

## 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	Corrective Action
FL848A	Inspect reflective tape on mud flap	0.1	996-R090A	06-Inspect
	Inspect reflective tape on mud flap, remove, and reinstall	0.3	996-R09B	12-Repair Recall/Campaign

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**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:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**FL848-A**).
- In the Primary Failed Part Number field, enter **25-FL848-000**.
- 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 **F99-999-005** 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.)
  - 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 via Web inquiry at DTNACconnect.com / WSC, 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.

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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: Mud Flap Reflective Tape**

**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 is to inform you that your vehicle may be non-compliant with the requirements of the Motor Vehicles Safety Regulations and that the non-compliance could affect the safety of a person.

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division and wholly owned subsidiaries, Western Star Truck Sales, Inc., and Sterling Trucks Corporation, has decided that a defect that relates to motor vehicle safety exists on Freightliner 122SD, Argosy, Business Class M2, Cascadia, Century Class, Classic, Columbia, Coronado, and FLD vehicles; Western Star 5700 vehicles; and Sterling A9500 and AT9500 vehicles manufactured April 14, 2005, through March 27, 2020.

On certain vehicles, the rear reflective tape on the mud flaps may be partially covered by the mud flap hanger bracket, which may result in noncompliance with conspicuity tape requirements of FMVSS/CMVSS 108; Lamps, reflective devices, and associated equipment. This may reduce visibility to other drivers, increasing the risk of a crash.

The reflective tape located on the rear face of the rear mud flaps will be inspected for proper installation, and if necessary, removed and reinstalled.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [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 half hour and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>

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](mailto:DTNA.Warranty.Campaigns@Daimler.com). **For the Notice to U.S. Customers:** 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 wish to submit a complaint about this recall, you can contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

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

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### Reflective Tape - Inspect, Remove, and Reinstall

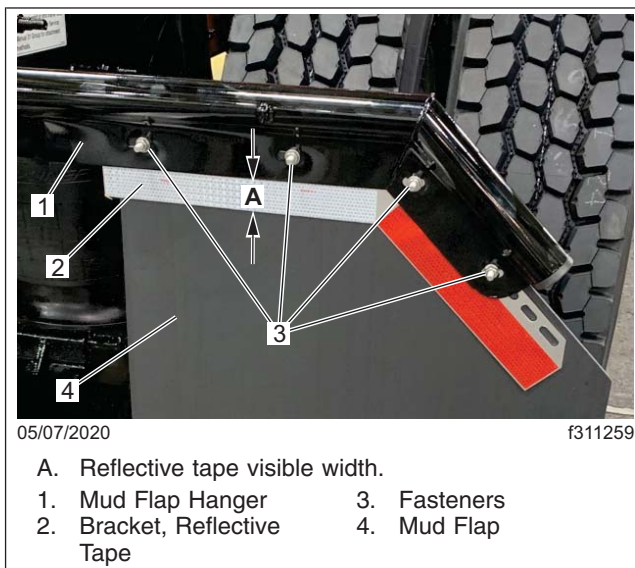
1. Check the base label (Form WAR259) for a completion sticker for FL848 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion 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. Inspect the reflective tape.

Is the reflective tape covered by the mud flap hanger?

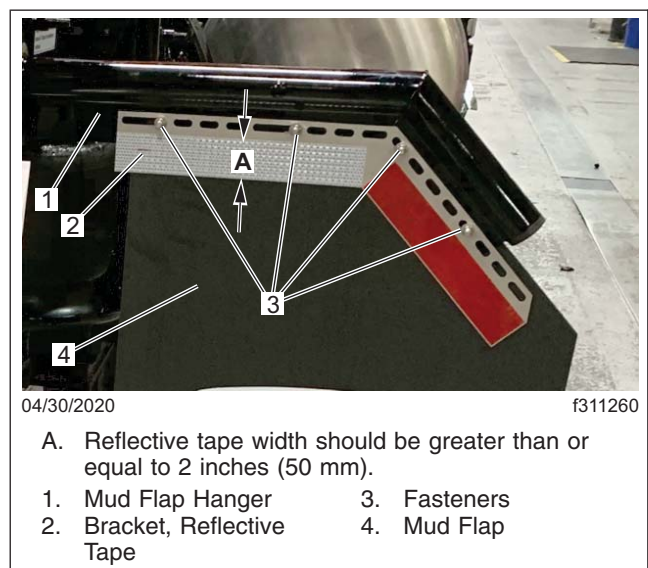
**YES** → Go to next step.

**NO** → If the visible width of the reflective tape is greater than or equal to 2 inches (50 mm), no further work is required. See [Fig. 2](#). Proceed to step 7.

4. Secure the mud flap and the reflective tape bracket from falling, then remove the fasteners that attach the mud flap and the reflective tape bracket to the mud flap hanger. See [Fig. 1](#).



**Fig. 1, Incorrect Installation, Reflective Tape Bracket**



**Fig. 2, Correct Installation, Reflective Tape Bracket**

5. Remove the reflective tape bracket from the vehicle.
6. Place the reflective tape bracket on the outside of the mud flap hanger, and install the fasteners. See [Fig. 2](#).
7. Clean a spot on the base label (Form WAR259), write recall number FL848 on a blank red completion sticker (Form WAR260), and attach it to the base label.