

February 2023
FL961AB
NHTSA #22V-914

Subject: FCCC Stalk Switch Right Shifter

Models Affected: Specific model years 2021-2022 FCCC MT50e walk-in vans, manufactured November 5, 2020, through April 11, 2022.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC), has decided that certain Model Year 2021-2022 FCCC MT50e walk-in vans, manufactured November 5, 2020, through April 11, 2022, fail to conform to the Federal Motor Vehicle Safety Standard No. 102 S3.1.4.

On the affected vehicles, the stalk switch may produce a mismatch between the shifter indicator and the gear of the truck and display. This does not comply with FMVSS 102 S3.1.4, which requires that “identification of shift positions, including the position selected, be displayed in view of the driver.” Non-compliance and the incorrect indication of transmission selection could result in an unintended shift into reverse and increase the risk of a crash.

Daimler Truck North America authorized service facilities will inspect the stalk switch right shifter and replace as necessary. The recall will take approximately one hour and will be performed free of charge.

There are approximately 23 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

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center (PDC). **NOTE: Inventory is limited. Please do not order part unless vehicle fails inspection.**

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL961, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL961

Campaign Number	Part Description	Part Number	Qty.
FL961A	CONTROL-SHIFTER ON/OFF BK	06-87751-008	1 ea
	BLANK COMPLETION STICKER	WAR260	1 ea

Table 1

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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
FL961AB	Inspect stalk switch shifter	0.2	996-R166A	06-Inspect
FL961A	Inspect and replace stock switch shifter	0.8	996-R166B	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:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**FL961-A or FL961-B**).
- In the Primary Failed Part Number field, enter **25-FL961-000**.
- In the Parts field, enter the appropriate 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 **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 DTNAPortal.com/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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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: FCCC Stalk Switch Right Shifter

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 requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC), has decided that certain Model Year 2021-2022 FCCC MT50e walk-in vans, manufactured November 5, 2020, through April 11, 2022, fail to conform to the Federal Motor Vehicle Safety Standard No. 102 S3.1.4.

On the affected vehicles, the stalk switch may produce a mismatch between the shifter indicator and the gear of the truck and display. This does not comply with FMVSS 102 S3.1.4, which requires that "identification of shift positions, including the position selected, be displayed in view of the driver." Non-compliance and the incorrect indication of transmission selection could result in an unintended shift into reverse and increase the risk of a crash.

Daimler Truck North America authorized service facilities will inspect the stalk switch right shifter and replace as necessary. The recall will take approximately one hour and will be performed free of charge.

Please contact an authorized Daimler Truck 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 <https://northamerica.daimlertruck.com/contact-us/>. Scroll down to "Locate a Dealer," and select the appropriate brand. 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 in the postage-paid envelope 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@daimlertruck.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.nhtsa.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 Truck 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 Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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Work Instructions

Subject: FCCC Stalk Switch Right Shifter

Models Affected: Specific model years 2021-2022 FCCC MT50e walk-in vans, manufactured November 5, 2020, through April 11, 2022.

Stalk Switch Right Shifter—Inspection and Replacement

NOTE: Inventory is limited. Please do not order part unless vehicle fails inspection.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL961 (Form WAR260). If a sticker is present for FL961, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and apply the parking brakes. Chock the tires.
3. Follow the substeps to inspect if the shifter is functioning properly.
 - 3.1 Move the shifter from Park to Drive; ensure the dash indicator shows 'D.'
 - 3.2 Move the shifter from Drive to Neutral; ensure the dash indicator shows 'N.'
 - 3.3 Move the shifter from Neutral to Reverse; ensure the dash indicator shows 'R.'
 - 3.4 Move the shifter from Reverse to Park; ensure the dash indicator shows 'P.'
 - 3.5 Move the shifter from Park to Reverse; ensure the dash indicator shows 'R.'

Does the instrument cluster show the correct indications?

YES → The shifter is good, and no replacement is required. Go to step 15.

NO → Shifter replacement is required. Go to step 4.

4. Remove the three fasteners that attach the upper steering column cover to the steering column. See [Fig. 1](#).

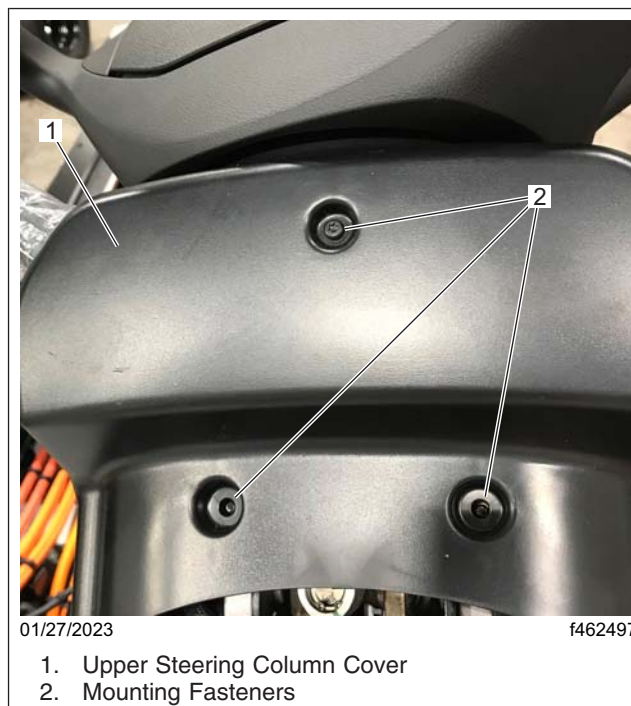


Fig. 1, Upper Steering Column Cover Removal

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IMPORTANT: The two upper fasteners on the lower steering column cover differ from the two lower fasteners. Make a note of the location of the fasteners for reassembly.

5. Remove the four fasteners from the lower steering column cover. See [Fig. 2](#).

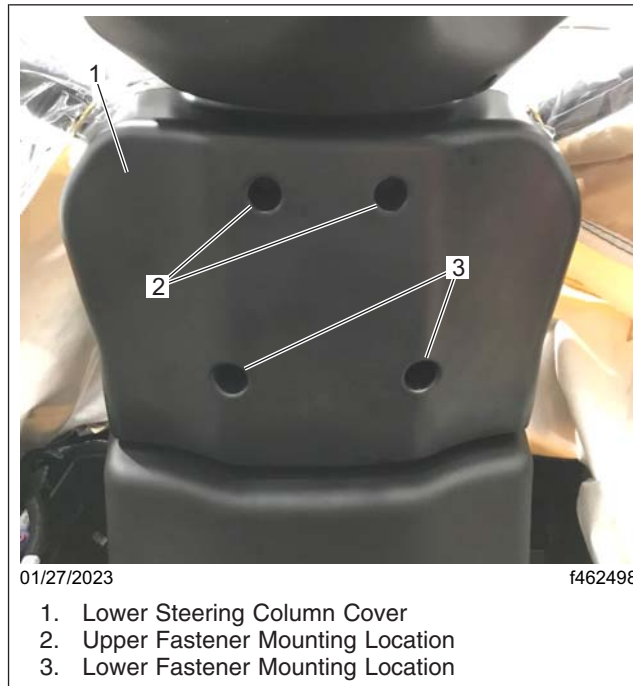


Fig. 2, Lower Steering Column Cover Removal

- 6. Remove the zip tie that holds the harness on the underside of the shifter assembly in place.
- 7. Disconnect the harness from the shifter.
- 8. Remove the two fasteners that hold the shifter stalk switch in place. See [Fig. 3](#).

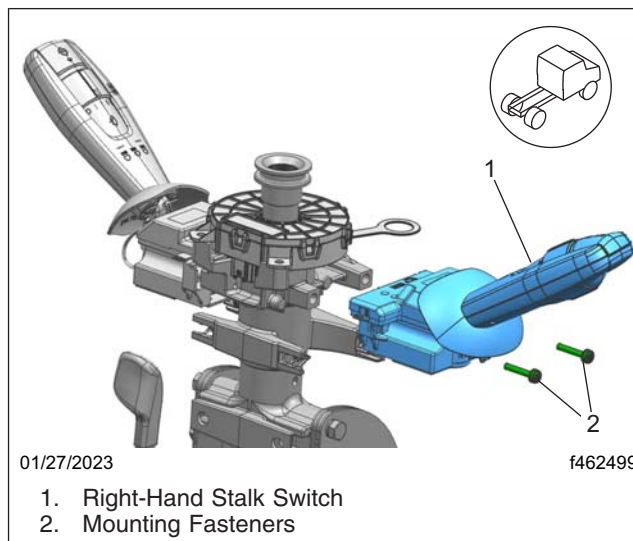


Fig. 3, New Shifter Installation

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9. Install the new shifter (06-87751-008), and tighten the fasteners hand-tight. Tighten the fasteners 36 lbf-in (407 N-cm). For detailed instructions, see **Drawing D66-24366-000**.
10. Use a zip tie to secure the harness to the bottom of the shifter stalk, as shown in **Fig. 4**. For detailed instructions, see **Drawing D66-21611**.

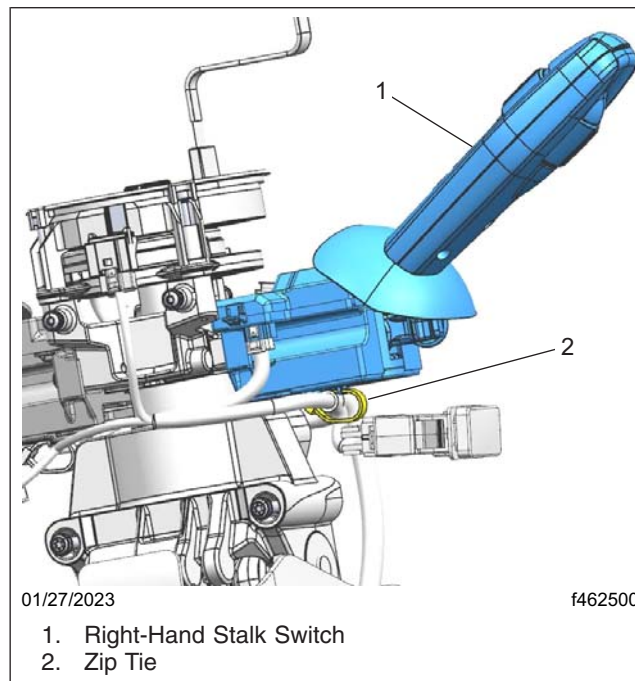


Fig. 4, Securing the Harness

11. Connect the harness to the shifter.
12. Install the lower steering column cover. Tighten the two upper fasteners 13 lbf-in (147 N-cm). Tighten the two lower fasteners 30 lbf-in (339 N-cm). See **Fig. 2**.
13. Install the upper steering column cover. Tighten the three fasteners 13 lbf-in (147 N-cm).
14. Repeat the substeps 3.1 through 3.5 to verify the shifter functions properly.
15. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for FL961 (Form WAR260), indicating this work has been completed.