

May 2023
FL969A-D
NHTSA #23V-237
Transport Canada #2023-202

Subject: Windshield Wiper Arms

Models Affected: Specific model years 2020-2022 Freightliner 108SD, 114SD, Business Class M2, and Cascadia vehicles; and Freightliner Custom Chassis Corporation Shuttle, Business Class M2, and S2RV chassis manufactured February 1, 2020, through September 1, 2021.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Truck Division, and wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC), has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

In certain vehicles, the spline teeth in the windshield wiper arms may wear and break, resulting in a loss of wiper functionality, reducing the drivers visibility and increasing the risk of a crash.

The windshield wiper arms will be inspected and the wiper arms replaced as needed.

There are approximately 68,798 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).

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL969, 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 FL969

Campaign Number	Part Description	Part Number	Qty.
FL969A, C, D	ARM-WINDSHIELD WIPER,M2,LH	A22-74082-000	1 ea
	ARM-WINDSHIELD WIPER,M2,RH	A22-74082-001	
FL969B (2% of population)	ARM-WINDSHIELD WIPER,LH	A22-78786-000	1 ea
	ARM-WINDSHIELD WIPER,RH	A22-78786-001	
FL969A-D	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
FL969A-D	Inspect wiper arms	0.1	996-R145B	06-Inspect
FL969A-D	Inspect, remove and replace wiper arms	0.2	996-R145A	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 (e.g. **FL969-A, FL969-B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL969-000**.
- 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 0.4 hours for RVs or 0.3 hours for all other vehicles.
- 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, if you need additional information, contact the Warranty Campaigns Department using the Warranty Support Center (WSC) app on the DTNA Portal. Export distributors, submit a WSC ticket 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: Windshield Wiper Arms

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 Freightliner Trucks Division, and wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC) has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2022 Freightliner 108SD, 114SD and Business Class M2 vehicles; and FCCC Shuttle, Business Class M2, and S2RV chassis. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	108SD	2021	2022	February 3, 2020	September 1, 2021
Freightliner	114SD	2021	2022	February 3, 2020	September 1, 2021
Freightliner	Business Class M2	2020	2022	February 3, 2020	September 1, 2021
FCCC	Shuttle Chassis	2020	2022	February 1, 2020	August 12, 2021
FCCC	Business Class M2	2020	2022	February 10, 2020	August 24, 2021
FCCC	S2RV Chassis	2020	2022	February 3, 2020	September 1, 2021

On the affected vehicles, the spline teeth in the windshield wiper arms may wear. This can result in a loss of wipers functioning properly, reducing the driver's visibility, and increasing the risk of crash. If the driver has operated the windshield wipers as part of the recommended pre-trip inspection, the defect would likely be detectable during that inspection.

A Daimler Truck North America authorized service facility will inspect the date code on the windshield wiper arms and replace as needed. The Recall will take approximately one half 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 the following URL: <https://dtna-dlrinfo.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@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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.nhtsa.gov>.

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

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Wiper Arm Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL969 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and apply the parking brake. Chock the tires.

NOTE: There are index marks on the windshield to show the location when the wiper blades are correctly parked.

3. Check that the wiper blades are parked. If necessary, park them by turning the wiper switch ON, and then OFF with the ignition key in the ON position.
4. Open the hood.

 **WARNING**

Disconnect the wiper motor electrical connector before working on the wiper linkage. This will prevent the windshield wiper motor from cycling. The motor could cycle if the wiper linkage driveshaft is forced out of the parked position, which could result in personal injury.

5. Disconnect the wiper motor electrical connector. For instructions, see **Group 82** of the applicable workshop manual.
6. If needed, disconnect the washer hoses from the wiper arms.

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- Using a small screw driver, lift the wiper arm off the glass and pull the locking clip out. See **Fig. 1**. Then lower the arm and pull it off the splined shaft.
- Clean the grease on the splined area.
- Inspect the date stamping on the wiper arm. See **Fig. 2**.

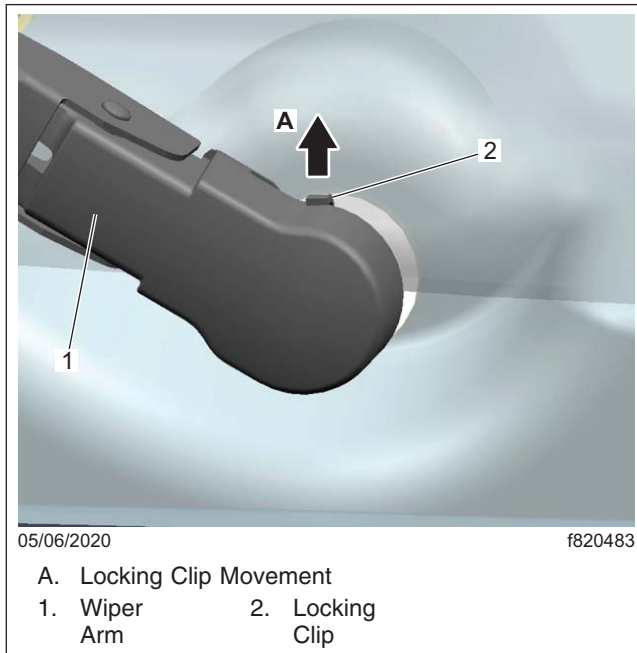


Fig. 1, Wiper Arm Removal



Fig. 2, Date Stamping on the Wiper Arm

- Check the date stamping on the wiper arm.

Is the date stamping #21, or greater?

YES → Install the existing wiper arms in the parked position so they are aligned with the index marks on the windshield. Then go to step 19.

NO → Go to the next step.

- Replace the wiper arm with the new wiper arm that has date stamping #21 or greater

NOTE: Both wiper arms—having old and new date stamping—bear the same part number.

- Repeat the steps 7 through 11 for the other wiper arm.
- Remove the rubber washer hose from the plastic connection at the rain tray. Observe the rubber washer hose routing before removing.
- Depress the retaining clip on the wiper blade assembly and slip the blade assembly out of the hook on the wiper arm.
- Slide the wiper blade assembly into the hook on the new wiper arm until it locks in place.
- Install the rubber washer hose on the plastic connection at the rain tray.
- With the wiper arm locked in the up position, install the arm on the wiper transmission shaft spline. The wiper arm is keyed to the shaft in one location only.
- Install the wiper arms in the parked position so they are aligned with the index marks on the windshield.

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19. Verify that the wiper blades are in the correct location, then lift the wiper arm off the glass and slide the locking clip in. See **Fig. 1**. Lower the arm.
20. If disconnected, connect the washer hoses at the wiper arms.
21. Verify the wiper and the sprayer function correctly.
22. Close the hood.
23. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for FL969 (Form WAR260), indicating this work has been completed.