

April 2024  
FL991 AB  
NHTSA #23V-895  
Transport Canada #2023-703

## Subject: Business Class M2 Shift Control

**Models Affected: Specific model year 2024 Freightliner Business Class M2 vehicles manufactured April 3, 2023, through October 12, 2023.**

### General Information

Daimler Truck 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.

On affected vehicles, the transmission does not contain a park pawl but may have been built with an incorrect transmission shifter that contains a park position (PRNDL). When shifted into the park position, the vehicle remains in neutral, and if the part brake is not set, the vehicle may rollaway, which can increase the risk of a crash.

A Daimler Truck North America authorized service facility will inspect, and replace the transmission shift lever, as necessary. The Recall will take approximately one hour and will be performed free of charge.

There are approximately 2,596 vehicles involved in this campaign.

### Additional Repairs

In addition to this recall, check OWL for any other open campaigns. 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.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL991, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL. Please refer to this list when ordering parts for this recall.

**Table 1** - Replacement Parts for FL991

Campaign Number	Part Number	Part Description	Qty.
FL991A	07-24504-000	SHIFT & CABLE	1 ea
FL991B	07-25539-000	SHIFT RNDL	1 ea
FL991 AB	WAR260	BLANK COMPLETION STICKER	1 ea

**Table 1**

### 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.

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## Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL991A	Inspect M2 Shift Controller	0.2	996-R228A	06-Inspect
	Inspect and Update M2 Shift Controller	0.9	996-R228B	12-Repair Recall/Campaign
FL991B	Inspect M2+ Shift Controller	0.2	996-R228A	06-Inspect
	Inspect and Update M2+ Shift Controller	0.5	996-R228C	12-Repair Recall/Campaign

**Table 2**

### IMPORTANT - Before Beginning Work:

- Check OWL to ensure the vehicle is involved and the campaign has not previously been completed.
- Check the vehicle for a completion sticker.

### IMPORTANT - After Repair is Complete:

- Attach a red completion sticker (Form WAR260) to the base completion label (Form WAR259). If the vehicle does not already have a base completion label, clean a spot on the appropriate location of the vehicle, and attach a base completion label, prior to installing the completion sticker.
- Failure to install a recall completion sticker may result in a chargeback of the recall claim.

## Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting a claim. Please reference the following information in OWL:

- All claims must be submitted within 30 days of the repair date.
- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate population/group code (**FL991A** or **FL991B**).
- In the Primary Failed Part Number field, enter **25-FL991-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts table.
- In the Labor field, 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 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.)
  - Attach the documentation to a pre-approval recall claim, and submit the pre-approval claim for a decision.
  - If approved, submit a based-on payment claim (based on the pre-approval.)
  - After the claim has been paid, reimburse the customer.

**Excess Inventory:** U.S. and Canadian dealers, excess inventory related to this campaign, in resalable condition, may be returned to the appropriate PDC. U.S. dealers, submit a Parts Authorization Return (PAR) to

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the Memphis PDC. Canadian dealers, submit a PAR to your facing PDC. PAR requests must include the original purchase invoice number. Export Distributors, excess inventory is not returnable.

**For Support:** Contact the Warranty Campaigns Department via the Warranty Support Center (WSC) located on the DTNA Portal, or contact the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket or contact your International Service Manager.

The letter notifying U.S. and Canadian vehicle owners is included for 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: Business Class M2 Shift Control

**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, has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2024 Freightliner Business Class M2 vehicles manufactured April 3, 2023, through October 12, 2023.

On affected vehicles, the transmission does not contain a park pawl but may have been built with an incorrect transmission shifter that contains a park position (PRNDL). When shifted into the park position, the vehicle remains in neutral, and if the part brake is not set, the vehicle may rollaway, which can increase the risk of a crash.

A Daimler Truck North America authorized service facility will inspect, and replace the transmission shift lever, 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. The recall will take approximately one hour and will be performed **free of charge**. To locate an authorized dealer, search online at [northamerica.daimlertruck.com/contact-us/](http://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 [dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage](http://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 this recall repair 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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail: [dtna-war-campaigns@daimlertruck.com](mailto:dtna-war-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 go to [www.nhtsa.gov](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 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 dealer.

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

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## Work Instructions

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Models Affected: Specific model year 2024 Freightliner Business Class M2 vehicles manufactured April 3, 2023, through October 12, 2023.

### FL991A – Inspection of the Transmission Shifter

FL991 B proceed to page 12.

1. Check the base label (Form WAR259) for a completion sticker for FL991 (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, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Shift the transmission into neutral.
4. Inspect the type of transmission shifter in the cab.

Does the transmission shifter have a 'Park' position?

**YES** → Go to **Updating the Transmission Shifter** procedure (on page 8).

**NO** → Continue with the next step.

5. Verify that the transmission end of the shift cable uses the NO PARK position labeled on the lever. See [Fig. 1](#) and [Fig. 2](#).
  - If the NO PARK lever position is used, go to step 12.
  - If the PARK lever position is used, continue with the next step.
6. Remove the swivel clip and washer from the shift cable. See [Fig. 1](#).

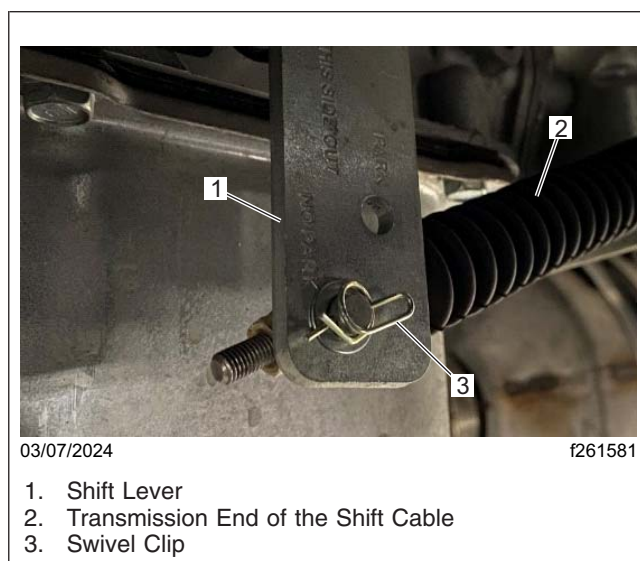


Fig. 1, Removal of the Shift Cable Swivel Clip

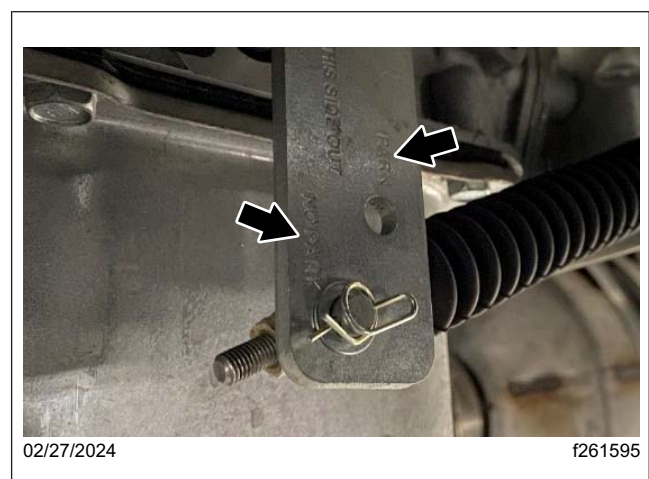
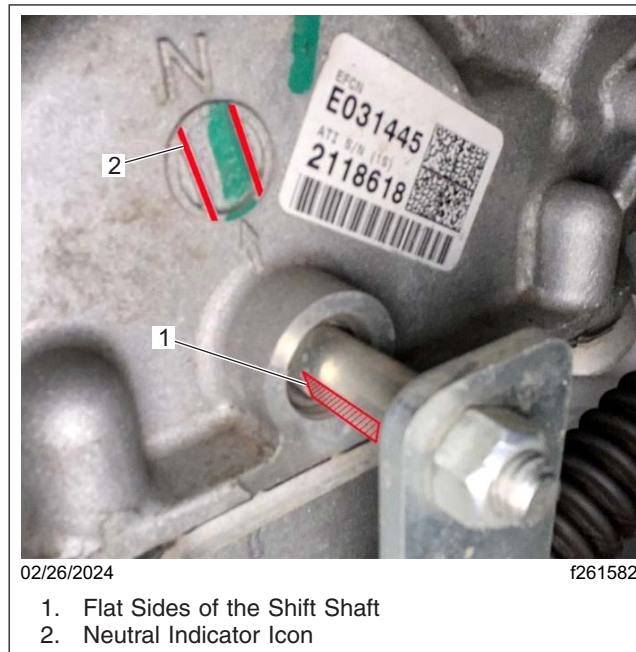


Fig. 2, Location of the PARK and NO PARK Label

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7. Adjust the shift shaft at the transmission, so that the neutral indicator icon on the transmission housing aligns with the flat sides of the shift shaft. See [Fig. 3](#).



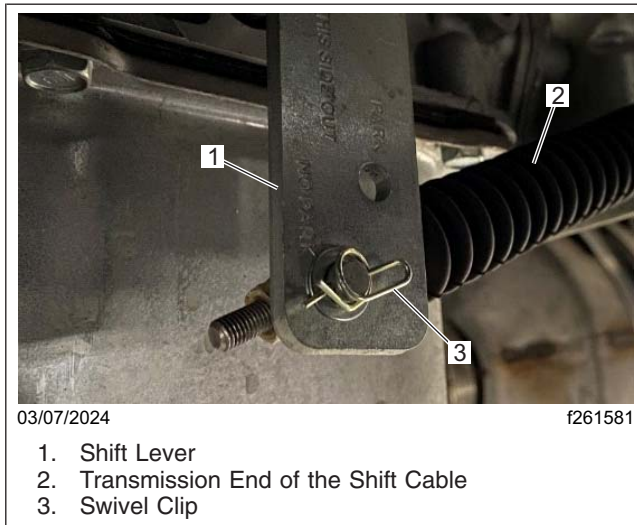
**Fig. 3, Adjusting the Flat Sides of the Shift Shaft**

8. Verify that the shifter on the dash is still in the neutral position.
9. Adjust the cable swivel to align with the NO PARK hole.
10. Hand tighten the swivel jamb-nut approximately 32 lbf·in (362 N·cm).
11. Install the swivel pin in the NO PARK hole in the transmission, then install the washer and clip.
12. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL991 (Form WAR260), indicating this work has been completed.

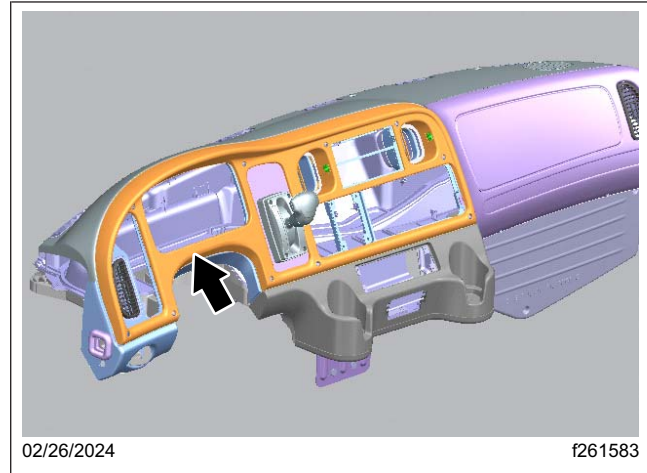
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## FL991A – Updating the Transmission Shifter

1. Remove the swivel clip and washer from the shift cable. See [Fig. 4](#).
2. Remove the dash bezel. For detailed instructions, see **Group 60** of the *Business Class M2 Workshop Manual*. See [Fig. 5](#).

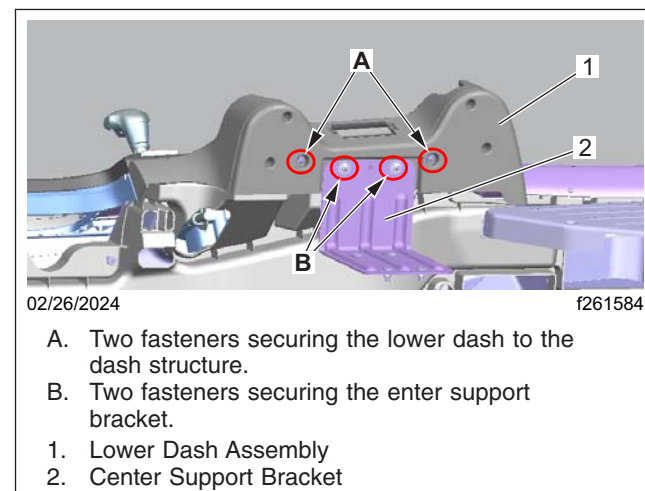


**Fig. 4, Removal of the Shift Cable Swivel Clip**

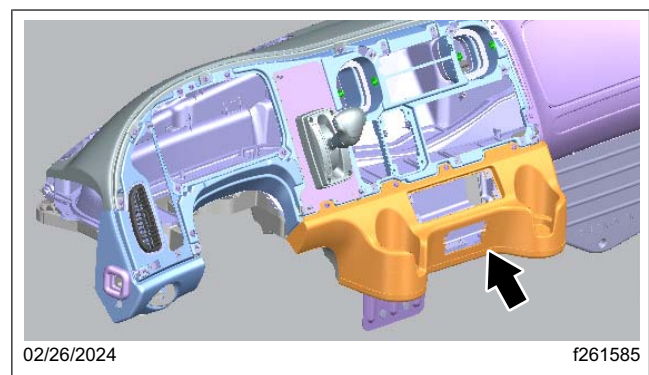


**Fig. 5, Location of the Dash Bezel**

3. Remove the heater controller from the lower dash.
4. Remove the bottom two fasteners that secure the lower dash to the dash structure. If so equipped, remove the fasteners and bolt plate that secure the center support bracket. See [Fig. 6](#).
5. Remove the top fasteners that secure the lower dash assembly to the dash structure, and remove the assembly. See [Fig. 7](#).



**Fig. 6, Fasteners Underneath the Lower Dash Assembly**

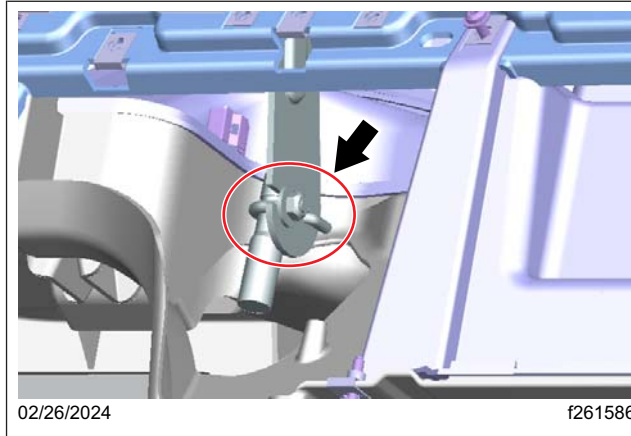


**Fig. 7, Location of the Lower Dash Assembly**



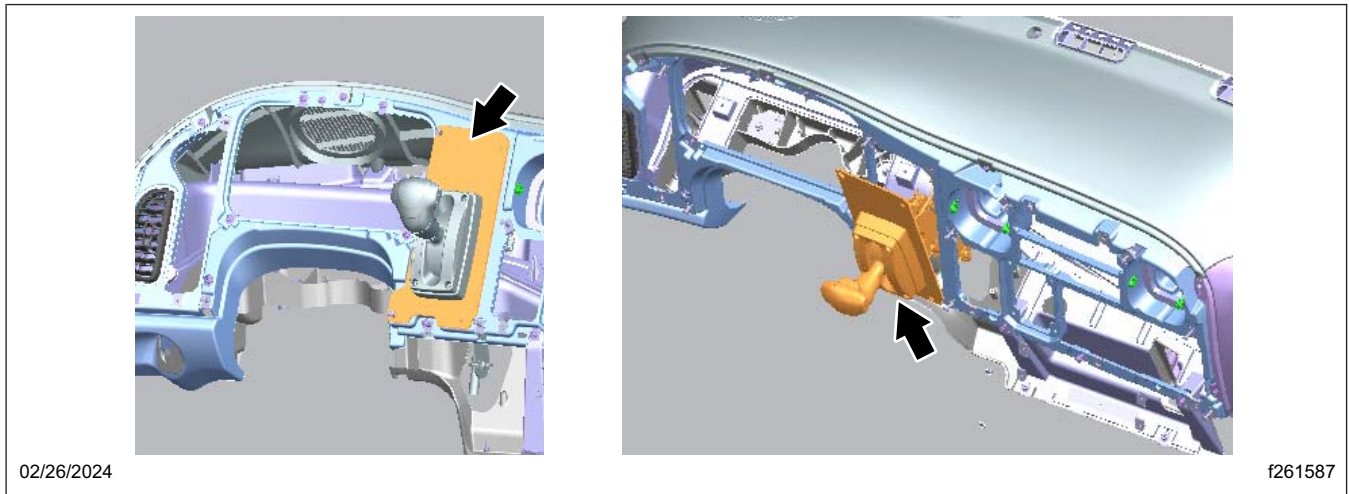
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6. Remove the cable housing clamp from under the dash. See **Fig. 8**.



**Fig. 8, Location of the Cable Housing Clamp**

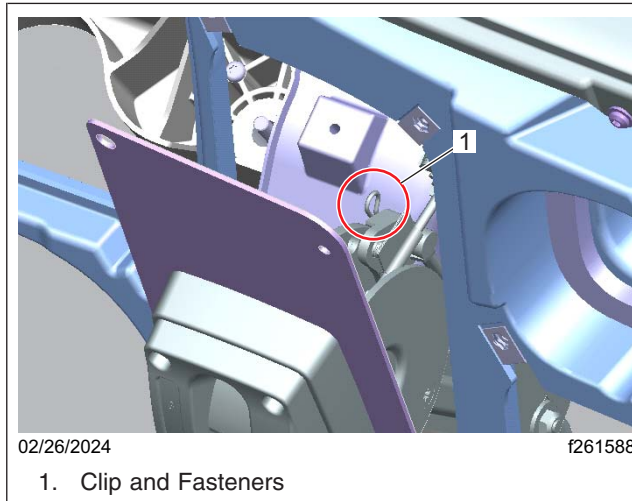
7. Remove the fasteners from the dash panel that hold the transmission shifter, and pull the shifter up. See **Fig. 9**.



**Fig. 9, Removal of the Transmission Shifter**

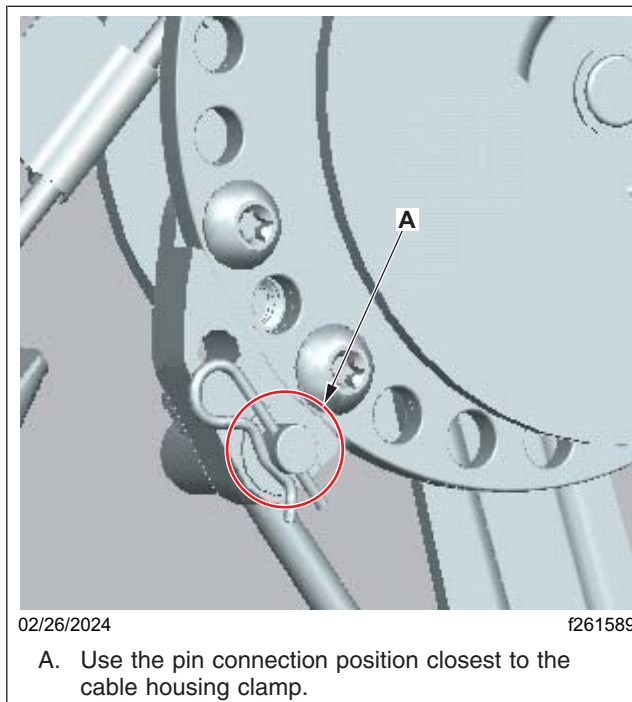
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8. Select the farthest forward gear position on the shifter, pull it out from the dash, then remove the washers and clip. See **Fig. 10**.



**Fig. 10, Selecting the Farthest Forward Gear Position on the Shifter**

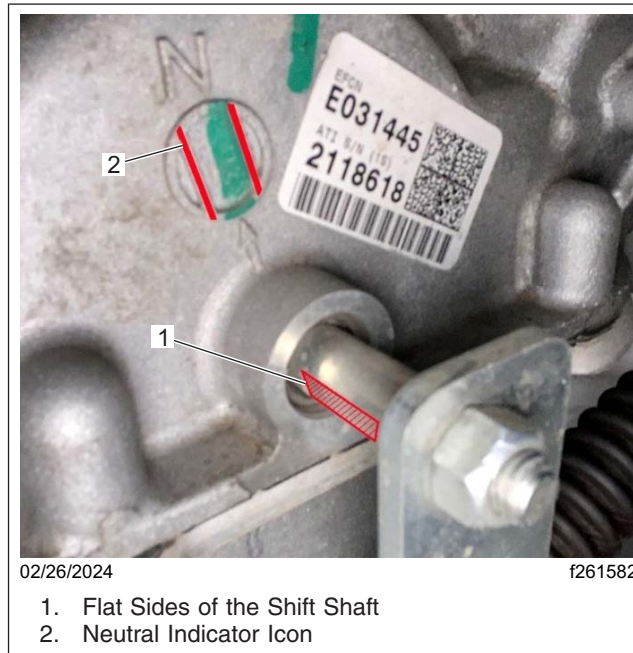
9. Separate the shifter electrical harness connector from the dash harness, then remove the shifter.
10. Remove the fasteners that secure the shifter to the dash panel.
11. Remove the housing clamp, swivel clip, and washers, and separate the replacement shifter from the cable.
12. Install the fasteners that secure the shifter to the dash panel.
13. Position the shifter, and install the electrical harness connector.
14. Install the cable-side washer. Use the pin connection position closest to the cable housing clamp to install the cable connection on the shifter. Install the second washer and clip. See **Fig. 11**.



**Fig. 11, Pin Connection**

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15. Install the shifter to the dash.
16. Install the cable housing clamp and hand tighten 48 lbf-in (542 N-cm).
17. Set the shifter on the dash in neutral position.
18. Adjust the shift shaft at the transmission so that the neutral indicator icon on the transmission housing aligns with the flat sides of the shift shaft. See [Fig. 12](#).



**Fig. 12, Adjusting the Flat Sides of the Shift Shaft**

19. Adjust the cable swivel so that it aligns with the NO PARK hole.
20. Hand tighten the swivel jamb-nut 32 lbf-in (362 N-cm).
21. Install the swivel pin in the NO PARK hole on the transmission with washer and clip.
22. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL991 (Form WAR260), indicating this work has been completed.

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## FL991B – Inspection of the Transmission Shifter

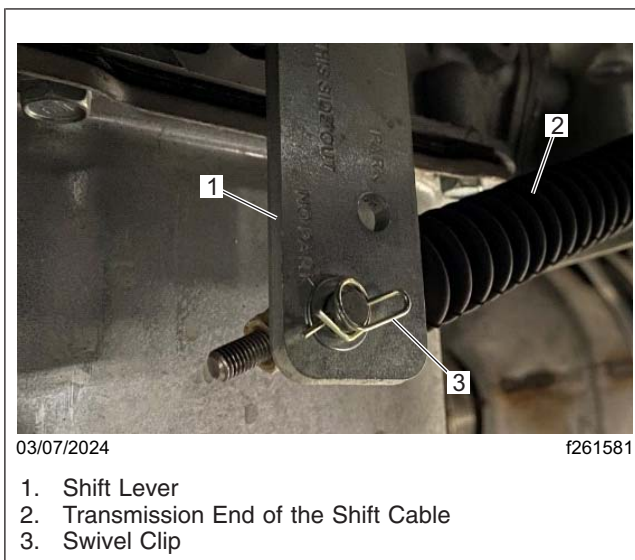
1. Check the base label (Form WAR259) for a completion sticker for FL991 (Form WAR260), indicating this work has been done. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Shift the transmission into neutral.
4. Inspect the type of transmission shifter in the cab.

Does the transmission shifter have a 'Park' position?

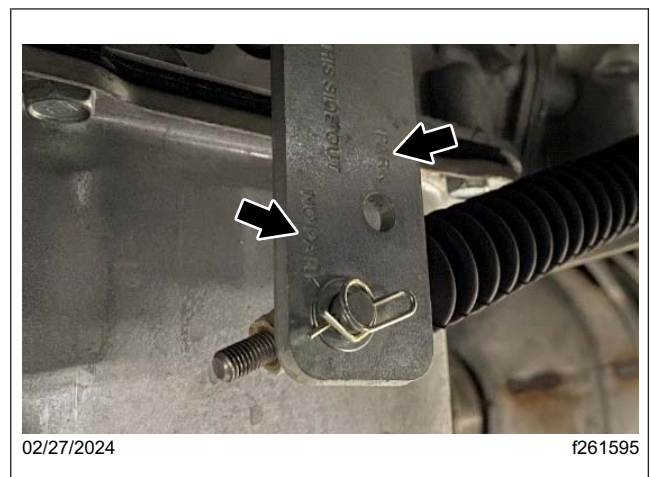
**YES** → Go to **Updating the Transmission Shifter** procedure (on page 14).

**NO** → Continue with the next step.

5. Verify that the transmission end of the shift cable uses the NO PARK position labeled on the lever. See [Fig. 13](#) and [Fig. 14](#).
  - If the NO PARK lever position is used, go to step 12.
  - If the PARK lever position is used, continue with the next step.
6. Remove the swivel clip and washer from the shift cable. See [Fig. 13](#).



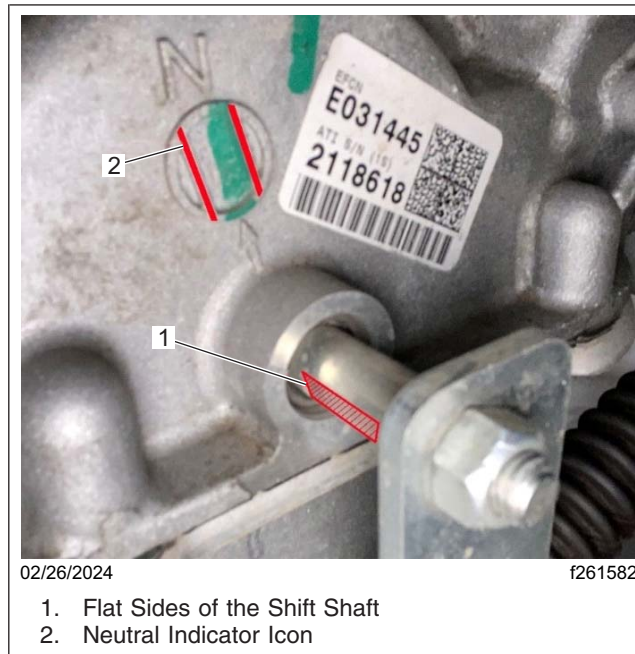
**Fig. 13, Removal of the Shift Cable Swivel Clip**



**Fig. 14, Location of the PARK and NO PARK Label**

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- Adjust the shift shaft at the transmission, so that the neutral indicator icon on the transmission housing aligns with the flat sides of the shift shaft. See [Fig. 15](#).



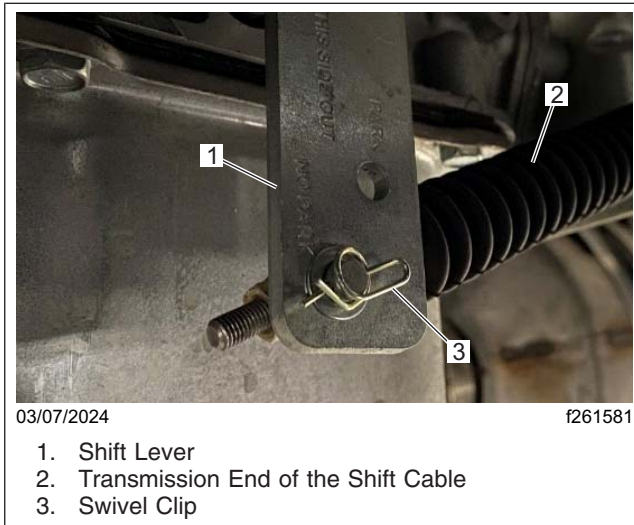
**Fig. 15, Adjusting the Flat Sides of the Shift Shaft**

- Verify that shifter on the dash is still in the neutral position.
- Adjust the cable swivel to align with the NO PARK hole.
- Hand tight the swivel jamb-nut approximately 32 lbf-in (362 N-cm).
- Install the swivel pin in the NO PARK hole of the transmission, and then attach the washer and clip.
- Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL991 (Form WAR261), indicating this work has been completed.

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## FL991B – Updating the Transmission Shifter

1. Remove the swivel clip and washer from the shift cable. See [Fig. 16](#).
2. Remove the center dash panel access cover. See [Fig. 17](#).



**Fig. 16, Removal of the Shift Cable Swivel Clip**



**Fig. 17, Center Dash Panel Access Cover**

3. Remove the shifter assembly fasteners from the dash panel.
4. Remove the cable housing clamp from under the dash. See [Fig. 18](#).
5. Shift the gear selector to the farthest forward gear position (park), lift the shifter, and disconnect the shift cable connection from the shifter. See [Fig. 19](#).



**Fig. 18, Cable Housing Clamp**



**Fig. 19, Shift Cable**

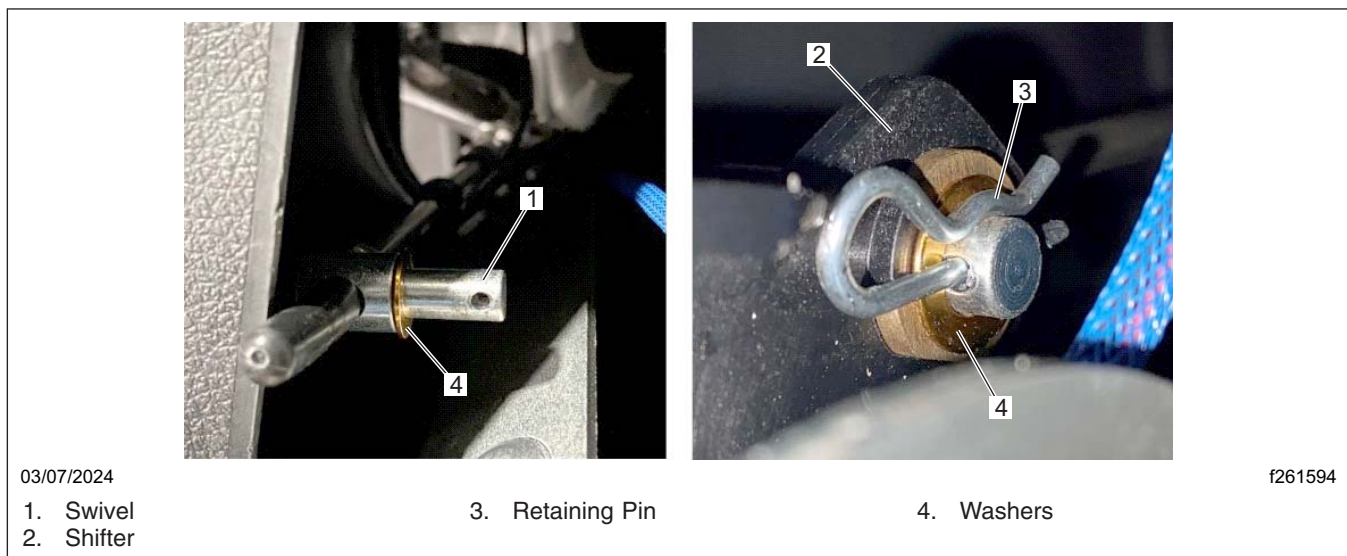
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6. Separate the shifter electrical harness connector from the dash harness, then remove the shifter.
7. Position the shifter and install the electrical harness connector.
8. Wedge the shift cable from the front near the floor pass-through, to make fitting the cable to the connector easier. See [Fig. 20](#).



**Fig. 20, Wedging the Shift Cable**

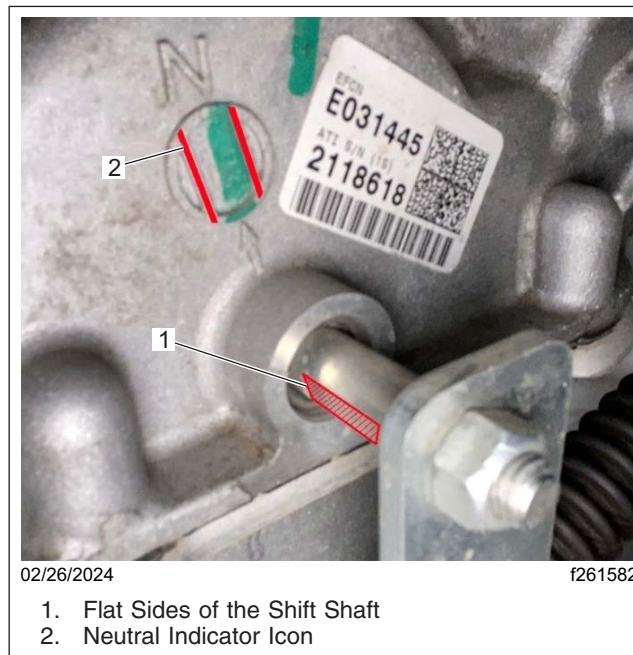
9. Install the cable connection on the shifter. See [Fig. 21](#).
  - 9.1 Install the first washer on the swivel.
  - 9.2 Install the swivel in the shifter.
  - 9.3 Install the second washer.
  - 9.4 Install the retaining pin.



**Fig. 21, Installation of the Cable Connection on the Shifter**

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10. Install the cable housing clamp and hand tighten approximately 48 lbf-in (542 N-cm).
11. Install the shifter to the dash.
12. Set the shifter in the neutral position.
13. Adjust the shift shaft at the transmission, so that the neutral indicator icon on the transmission housing aligns with the flat sides of the shift shaft. See [Fig. 22](#).



**Fig. 22, Adjusting the Flat Sides of the Shift Shaft**

14. Adjust the cable swivel to align with the NO PARK hole.
15. Hand tighten the swivel jamb-nut approximately 32 lbf-in (362 N-cm).
16. Install the swivel pin in the NO PARK hole of the transmission, and attach the washer and clip.
17. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL991 (Form WAR260), indicating this work has been completed.