

D25R2

Creation Date:	11/10/2025
NHTSA #	25V-603
NHTSA School Bus #	25V-604
Transport Canada #	2025-478
Transport Canada School Bus #	2025-477

Subject: Tie Rod Separation

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FCCC	S2RV 106 Cab & Chassis	2025	2026	5/16/2024	4/10/2025
FCCC	MT 45G	2025	2026	10/8/2024	5/15/2025
FCCC	MT 55G	2024	2026	8/28/2023	3/12/2025
FCCC	S2C 106 Cab & Chassis	2026	2026	2/7/2025	2/7/2025
FTL	BUSINESS CLASS M2	2024	2026	10/16/2023	9/5/2025
FTL	108SD	2026	2026	2/7/2025	2/10/2025
FTL	114SD	2025	2026	09/6/2024	3/25/2025
FTL	CASCADIA	2025	2026	11/4/2024	8/22/2025
FTL	eCASCADIA	2026	2026	2/18/2025	4/9/2025
TBB	SAF-T-LINER C2	2025	2026	3/13/2024	8/18/2025
TBB	SAF-T-LINER C2 JOULEY	2026	2026	3/28/2025	4/30/2025
TBB	SAF-T-LINER EFX	2026	2026	11/14/2024	11/14/2024
TBB	SAF-T-LINER HDX	2025	2026	10/30/2023	11/27/2024
WST	47X	2024	2026	11/13/2023	8/25/2025
WST	49X	2025	2026	7/2/2024	8/25/2025

General Information

Daimler Truck North America LLC (DTNA), on behalf of its DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists on the vehicles mentioned above.

PROBLEM: The tie rod on the front axle may not have been installed according to specification, which can result in tie rod separation without warning, increasing the risk of a crash.

SOLUTION: Inspect the installation of the tie rod. If necessary, a new tie rod assembly will be installed.

There are approximately 501 vehicles involved.

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.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

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Travel Time and Mileage

Due to the complexity of this safety-related repair and the tools required, this campaign does not qualify for travel time and mileage reimbursement. The repairs for this campaign need to be completed at an Authorized DTNA Service Facility.

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 kit and/or 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 D25R2 a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this recall.

IMPORTANT - After Repair is Complete*:

Attach a red completion sticker (WAR260) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

* TBB is exempt from the completion sticker process

Table 2 - Replacement Parts for D25R2

Group	Part Description	Part Number	Qty
All Groups	PIN-COTTER,1 3/4 X 1/8	23-00800-407	2 Ea
All Groups	Blank completion sticker	WAR260	1 Ea

Table 2 - Replacement Parts for D25R2

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Table 3 - Replacement Parts for D25R2

****Refer to Work Instructions to Determine if Required****

Group	Part Description	Part Number	Qty
A	TIE ROD ASM	MBA 6803306603	1 Ea
B	TIE ROD ASM	MBA 6803306803	1 Ea
C	TIE ROD ASM	MBA 6803307003	1 Ea
D	TIE ROD ASM	MBA 6803307303	1 Ea
E, O	TIE ROD ASM	MBA 6803307403	1 Ea
F, J	TIE ROD ASM	MBA 6803307803	1 Ea
G	TIE ROD ASM	MBA 6803307903	1 Ea
H, M	TIE ROD ASM	MBA 6813300303	1 Ea
I, P	TIE ROD ASM	MBA 6813300403	1 Ea
K	TIE ROD ASM	MBA 6803308803	1 Ea
L	TIE ROD ASM	MBA6803309003	1 Ea
N	TIE ROD ASM	MBA 6813300603	1 Ea
O, P	CAPSCREW M20	TDA 41X1801	8 Ea

Table 3 - Replacement Parts for D25R2

Removed Parts

- For U.S. and Canadian Dealers, use the part disposition in OWL to determine how to manage removed parts (return, scrap, etc.). Dispositions are available at the date of the repair.
- For Export Dealers, destroy removed parts unless otherwise advised.

Claim Reimbursement - Labor Allowance

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.

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.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP, component code, replacement parts, cause, corrective action and SRT code in OWL.

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Table 4 – Claim Reimbursement Table

Claim Type	Recall Campaign
Campaign	D25R2
VMRS Component Code	015-004-045
Cause Code	A1 – Campaign
Primary Failed Part	MBA 6803307903

Table 4 – Claim Reimbursement Table

Table 5 – Labor Allowance for D25R2

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
All Groups	COTTER PIN, INSP, (D25R2)	0.3	996-R256A	12-Repair Recall/Campaign
A - N	COTTER PIN AND TIE ROD, INSP AND R/R, (D25R2)	2.7 - 2.9	996-R256B	12-Repair Recall/Campaign
A - N	COTTER PIN AND TIE ROD, INSP AND R/R SUBLET ALIGNMENT, (D25R2)	1.2 – 1.4	996-R256C	12-Repair Recall/Campaign
O - P	COTTER PIN AND TIE ROD, INSP AND R/R W CALIPER R/I, (D25R2)	3.7 – 3.9	996-R256D	12-Repair Recall/Campaign
O - P	COTTER PIN AND TIE ROD, INSP AND R/R SUBLET ALIGNMENT W CALIPER R/I, (D25R2)	2.2 – 2.4	996-R256E	12-Repair Recall/Campaign

Table 5 – Labor Allowance

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (D25R2-A, D25R2-B, etc.).
- In the Primary Failed Part field, enter MBA 6803307903.
- In the Parts section, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative will auto-populate if applicable using SRT 939-6010A, for 0.4 hours (for RVs) 0.3 hours (for all other vehicles)
- The VMRS Component Code is 015-004-045 and the Cause Code is A1 - Campaign.

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- 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 OWL 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.
 - The Dealer is required to 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.

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 USA Owners

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN list.

October 2025

D25R2

NHTSA #25V-604 (School Bus)

NHTSA # 25V-603 (Non-school Bus)

Subject: Tie Rod Separation

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2024 - 2026 Freightliner Custom Chassis (FCCC) S2C 106, MT45G, MT55G and S2RV 106, Freightliner (FTL) 108SD, 114SD, Business Class M2, eCascadia and Cascadia, Thomas Built Buses (TBB) SAF-T-LINER C2, SAF-T-LINER C2 JOULEY, SAF-T-LINER HDX and SAF-T-LINER EFX, and Western Star 47X and 49X vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FCCC	S2RV 106 Cab & Chassis	2025	2026	5/16/2024	4/10/2025
FCCC	MT 45G	2025	2026	10/8/2024	5/15/2025
FCCC	MT 55G	2024	2026	8/28/2023	3/12/2025
FCCC	S2C 106 Cab & Chassis	2026	2026	2/7/2025	2/7/2025
FTL	BUSINESS CLASS M2	2024	2026	10/16/2023	9/5/2025
FTL	108SD	2026	2026	2/7/2025	2/10/2025
FTL	114SD	2025	2026	09/6/2024	3/25/2025
FTL	CASCADIA	2025	2026	11/4/2024	8/22/2025
FTL	eCASCADIA	2026	2026	2/18/2025	4/9/2025
TBB	SAF-T-LINER C2	2025	2026	3/13/2024	8/18/2025
TBB	SAF-T-LINER C2 JOULEY	2026	2026	3/28/2025	4/30/2025
TBB	SAF-T-LINER EFX	2026	2026	11/14/2024	11/14/2024
TBB	SAF-T-LINER HDX	2025	2026	10/30/2023	11/27/2024
WST	47X	2024	2026	11/13/2023	8/25/2025
WST	49X	2025	2026	7/2/2024	8/25/2025

The tie rod on the front axle may not have been installed properly, which can result in tie rod separation without warning and a loss of steering control, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will inspect the installation of the tie rod. If necessary, a new tie rod assembly will be installed. The recall will take approximately 4 hours 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.

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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 ten 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 address: dtna-war-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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Copy of Notice to Canadian Owners

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN list.

October 2025

D25R2

Transport Canada # 2025-477 (School Bus)

Transport Canada # 2025-478 (Non-school Bus)

Subject: Tie Rod Separation

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 DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists in certain model 2025 - 2026 Freightliner (FTL) 114SD, Business Class M2, Cascadia, Thomas Built Buses (TBB) SAF-T-LINER C2 and Western Star (WST) 47X and 49X vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FTL	BUSINESS CLASS M2	2026	2026	1/24/2025	3/11/2025
FTL	114SD	2025	2026	7/16/2024	2/25/2025
FTL	CASCADIA	2026	2026	1/27/2025	2/11/2025
TBB	SAF-T-LINER C2	2026	2026	2/27/2025	3/23/2025
WST	47X	2025	2026	6/24/2024	3/14/2025
WST	49X	2025	2026	6/14/2024	4/2/2025

On the affected vehicles, the tie rod on the front axle may not have been installed according to specification, which can result in tie rod separation without warning, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will inspect the installation of the tie rod. If necessary, a new tie rod assembly will be installed. The Recall will take approximately 4 hours 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

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lessee within ten 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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address dtna-war-campaigns@daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (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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Work Instructions

Subject: Tie Rod Separation

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FCCC	S2RV 106 Cab & Chassis	2025	2026	5/16/2024	4/10/2025
FCCC	MT 45G	2025	2026	10/8/2024	5/15/2025
FCCC	MT 55G	2024	2026	8/28/2023	3/12/2025
FCCC	S2C 106 Cab & Chassis	2026	2026	2/7/2025	2/7/2025
FTL	BUSINESS CLASS M2	2024	2026	10/16/2023	9/5/2025
FTL	108SD	2026	2026	2/7/2025	2/10/2025
FTL	114SD	2025	2026	09/6/2024	3/25/2025
FTL	CASCADIA	2025	2026	11/4/2024	8/22/2025
FTL	eCASCADIA	2026	2026	2/18/2025	4/9/2025
TBB	SAF-T-LINER C2	2025	2026	3/13/2024	8/18/2025
TBB	SAF-T-LINER C2 JOULEY	2026	2026	3/28/2025	4/30/2025
TBB	SAF-T-LINER EFX	2026	2026	11/14/2024	11/14/2024
TBB	SAF-T-LINER HDX	2025	2026	10/30/2023	11/27/2024
WST	47X	2024	2026	11/13/2023	8/25/2025
WST	49X	2025	2026	7/2/2024	8/25/2025

Inspection of the Tie Rod

1. Check the base label (Form WAR259) for a completion sticker for D25R2 (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. Open the hood.
4. Does the truck fall into Group O or Group P?
 - a. **YES**, remove the front brake calipers. Refer to Group 42 of the applicable workshop manual. Continue to the next step.
 - b. **NO**, go to the next step.

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WARNING:

PERSONAL INJURY

Diesel engine exhaust and some of its constituents are known to the State of California to cause cancer, birth defects, and other reproductive harm.

- Always start and operate an engine in a well-ventilated area.
- If operating an engine in an enclosed area, vent the exhaust to the outside.
- Do not modify or tamper with the exhaust system or emission control system.



WARNING:

PERSONAL INJURY

To avoid injury before starting and running the engine, ensure the vehicle is parked on a level surface, parking brake is set, and the wheels are blocked.



WARNING:

ENGINE EXHAUST

To avoid injury from inhaling engine exhaust, always operate the engine in a well-ventilated area. Engine exhaust is toxic.

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5. Start the engine (keyswitch ON, engine ON), and turn the steering wheel to full right, as shown in Fig. 1.



Fig. 1, Hood Opened and Wheel Turned Full Right

6. Turn the keyswitch OFF and set the parking brake.

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7. Remove the cotter pin from the tie rod end. See Fig. 2 and Fig. 3.

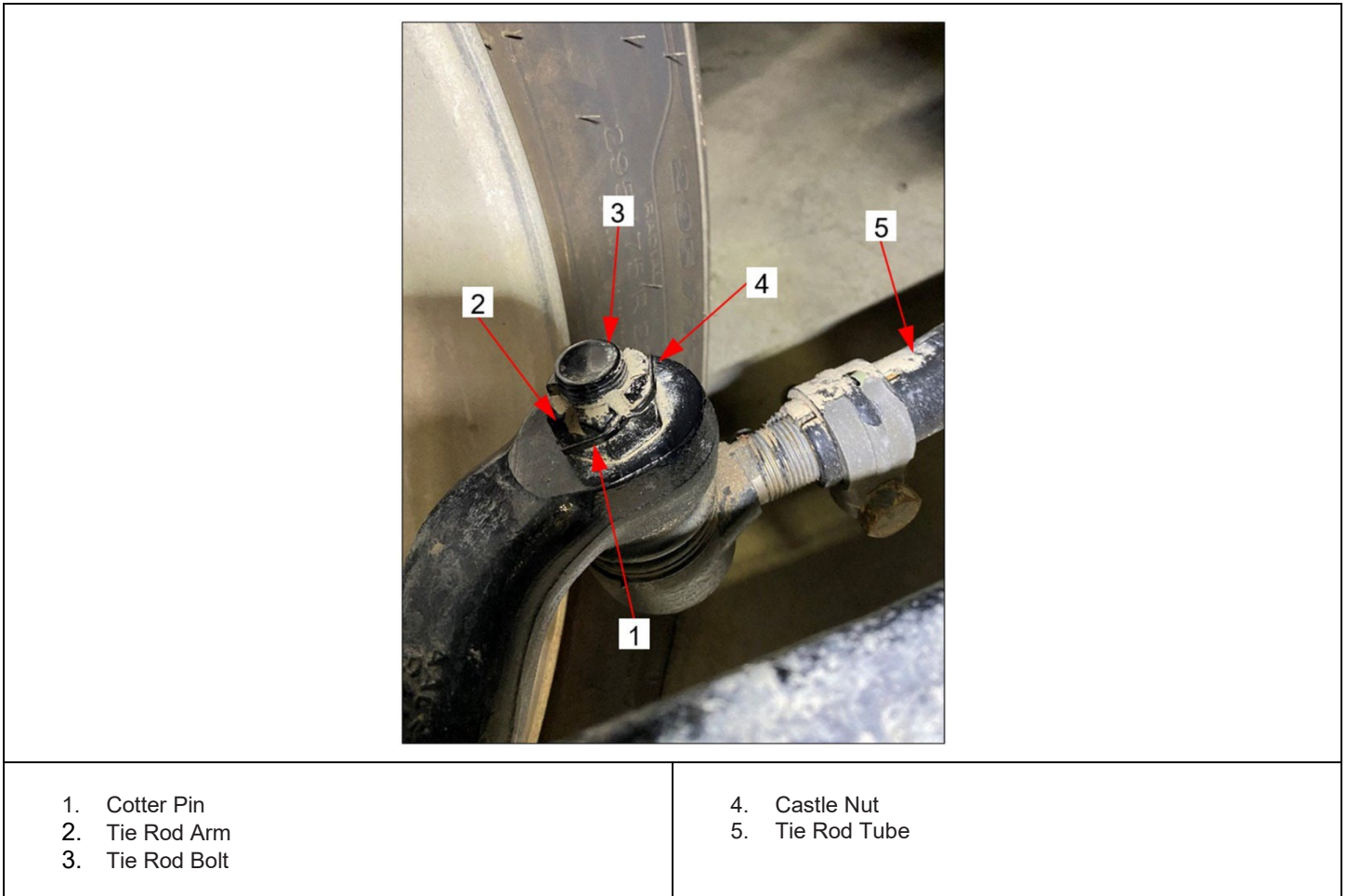


Fig. 2, Tie Rod Assembly

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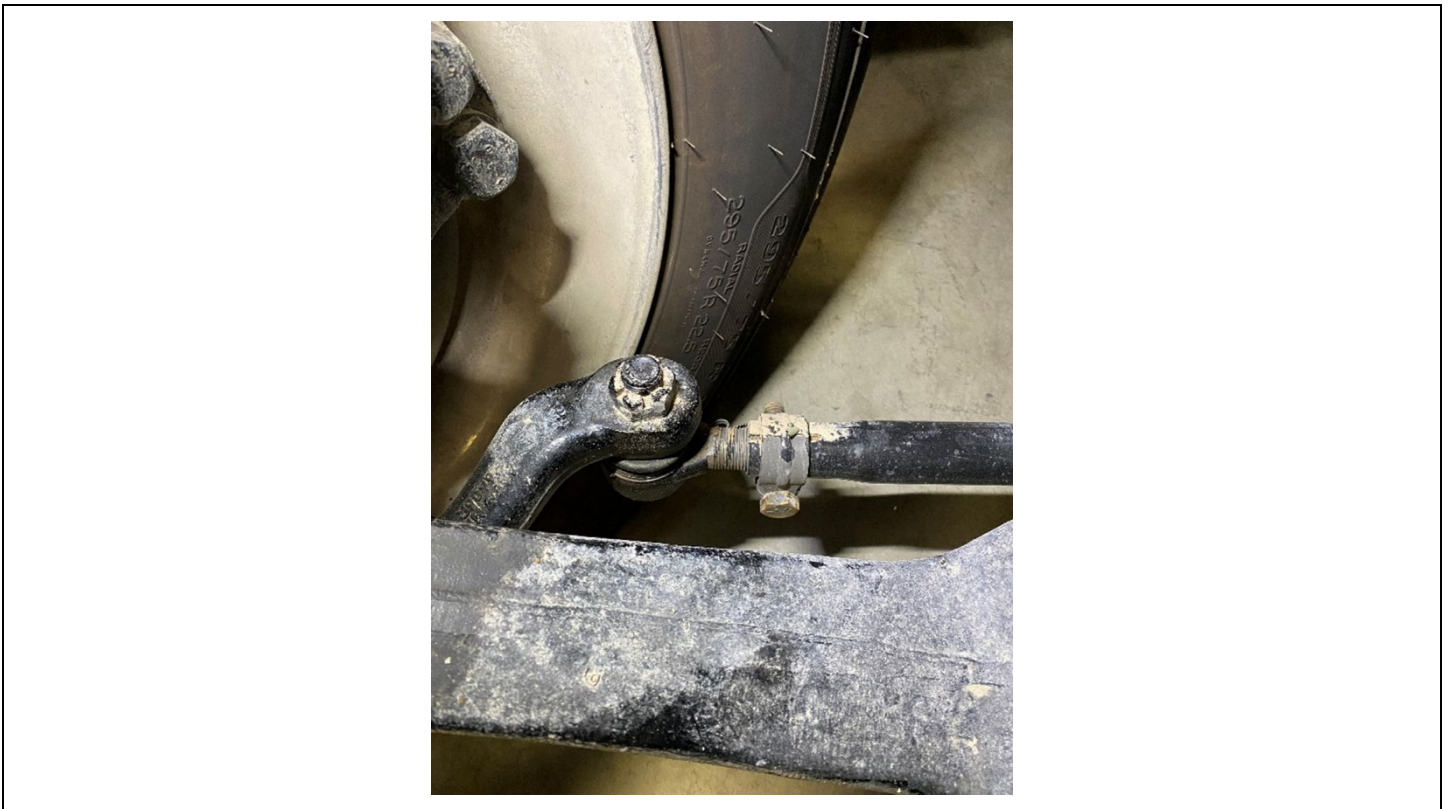


Fig. 3, Cotter Pin Removed

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8. Use a paint pen to mark the tie rod bolt, tie rod castle nut, and tie rod arm, as shown in Fig. 4.

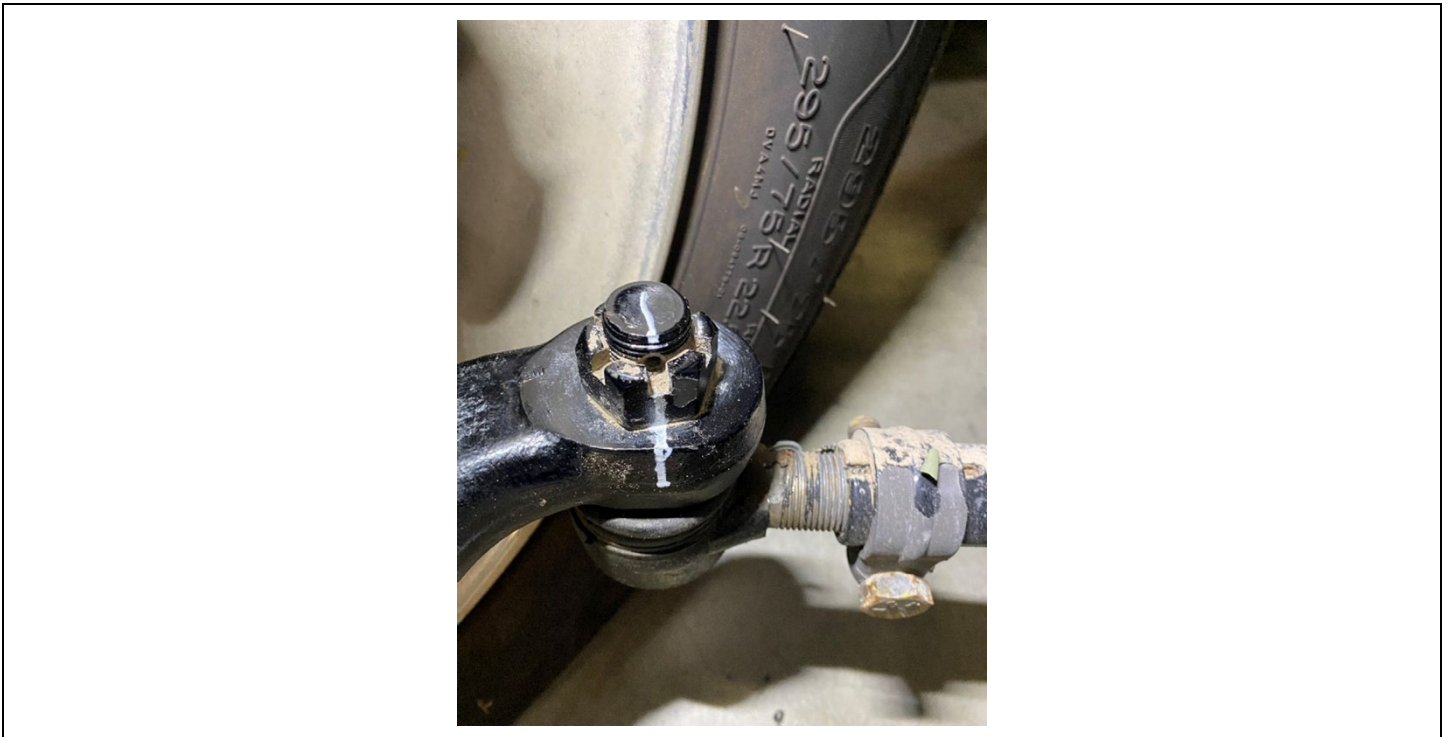


Fig. 4, Tie Rod Bolt, Castle Nut, and Tie Rod Arm Marked

9. Tighten the castle nut to 130 lbf·ft (176 N·m), and inspect if either the tie rod bolt, tie rod castle nut, or tie rod arm have moved from the initial marked position.
10. Did any of these components move after tightening the castle nut?
 - a. **YES**, go to the 'Replacement of the Tie Rod Assembly' procedure.
 - b. **NO**, install a new cotter pin in the tie rod end.
11. Start the engine (keyswitch ON, engine ON), and turn the steering wheel to full left.
12. Turn the keyswitch OFF and set the parking brake.
13. Repeat steps 7 through 10 for the front, left-hand side tie rod cotter pin.
14. **For Trucks in Groups O and P only. Install the front brake calipers refer to Group 42 of the applicable workshop manual.**

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15. Once both sides have been inspected and further repairs are not needed, based on the inspection results, go to the **Completion Stickers** section below.

Replacement of the Tie Rod Assembly

NOTE: Only perform this repair procedure when instructed to do so by step 10 of the 'Inspection of the Tie Rod' procedure.

1. Replace the tie rod assembly. For instructions, see **Group 33** in the applicable workshop manual.
2. Perform a full vehicle alignment. For instructions, see **Group 33** and **Group 35** in the applicable workshop manual.

IMPORTANT: If the vehicle is equipped with an APS3 steering gear, it must be calibrated when an axle alignment is performed. For calibration instructions, see **Group 46** in the applicable workshop manual.

3. Test drive the vehicle in order to calibrate the Electronic Stability Control (ESC) system.
4. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for D25R2 (Form WAR260).

Completion Stickers

- Upon completion of Recall Campaign D25R2, clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for D25R2 (Form WAR260).
- Completion Sticker and Base Label Ordering Info: DTNA Portal > Service > Chassis Service Information > Order Literature (Warranty and Chassis Service) > Warranty