



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Refer to the provided list.

NHTSA Safety, FMVSS Compliance, or Emissions Recall

Dear Altec Owner,

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

Altec Industries, Inc. has received notification from an Original Equipment Manufacturer (OEM) that a condition exists relating to motor vehicle safety, compliance, or emissions in a vehicle you possess that is equipped with Altec equipment.

Refer to the attached documentation that follows this letter. If you have additional questions, please contact your Altec Account Manager. You may also contact the OEM using the contact information provided in the attached recall notice.

For US owners: after contacting the OEM according to the attached notice, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

We appreciate your assistance in following this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



COMPONENT/SUPPLIER RECALL CSR-3023-A

Steering Assembly U-Joint Pinch Bolts (Freightliner FL937A — NHTSA 22V394)

Units Affected: Certain 2023 Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured February 1, 2022 through May 13, 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown in the attached list.

Refer to the included communication from DTNA for more information.

Customer Action: Follow the guidance in the included communication from DTNA.

Requirements: Altec is not able to perform this repair. The work must be completed by an authorized DTNA dealer.

Completion and Warranty: This repair is not covered under the Altec Warranty Policy..

Altec Contact Info:

Altec Connect: connect.altec.com/login



Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0 hr
Repair labor	0 hr
Account #	NA
Travel	Not included
NHTSA code	15
Prime fail P/N	NA
Doc ref	NA

Altec Use Only			
Description	Part No.	Qty	Warranty
-	-	-	-

IMPORTANT SAFETY RECALL

See enclosed VIN list

**August 2022
FL937A
NHTSA #22V-394**

Subject: Freightliner Steering Assembly U-Joint Pinch Bolts

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

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific model year 2023 Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured February 1, 2022, through May 13, 2022.

On certain vehicles, the U-joint pinch bolts on the steering assembly may have been installed incorrectly. This could lead the steering wheel to detach from the front axle wheels, resulting in a possible loss of vehicle control and increased risk of a crash.

An authorized DTNA dealer will inspect the steering assembly installation and make any needed repairs.

DTNA strongly advises drivers to inspect three areas on the steering assembly prior to the next trip to ensure proper installation. Please follow the Customer Inspection instructions on the following pages. If the vehicle passes the customer inspection, the vehicle can be driven. Contact an authorized DTNA dealer to arrange to have the recall performed. **If the vehicle does NOT pass the customer inspection, DO NOT drive the vehicle.** Have it immediately towed to the nearest DTNA dealership for repair. You may contact a DTNA dealership or local tow company to help arrange for a tow, free of charge, if the vehicle does NOT pass the customer inspection.

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-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>. The Recall will take approximately one hour and will be performed at no charge to you.

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 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 <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

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

Customer Inspection Instructions

Freightliner Steering Assembly U-Joint Pinch Bolts

Follow the steps below to check the steering assembly U-joint pinch bolt installations. If any are not installed correctly, **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership.

If the vehicle passes the customer inspection, the vehicle may be driven to the nearest DTNA dealer for the formal inspection and to complete the recall.

1. Steering Column U-Joint Pinch Bolt Inspection

WARNING

Do not drive the vehicle if there are no bolt threads exposed beyond the nut, or there are no splines exposed on both sides of the bolted connection. Driving the vehicle without a fully secured steering assembly could result in disengagement of the steering column and a loss of steering control, which could result in personal injury and property damage.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the rear tires.
2. Locate the steering shaft inside the cab, as shown in [Fig. 1](#).
3. Check the connections between the steering column and steering shaft, and the nut to pinch bolt connection, as shown in [Fig. 1](#). Remove the steering column cover to see the bolt.
4. Inspect the nut to pinch bolt connection. There must be bolt threads exposed beyond the nut as shown in [Fig. 1](#).

Are the bolt threads visible?

YES → Go to the next step.

NO → **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.

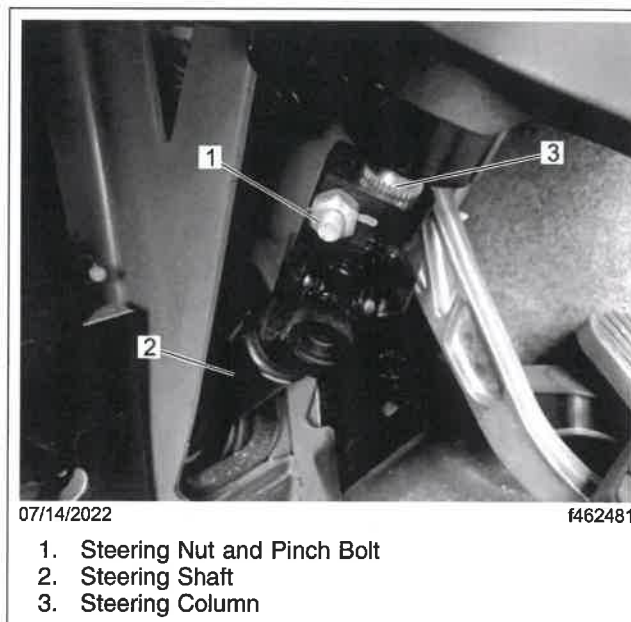


Fig. 1, Steering Pinch Bolt Location

Customer Inspection Instructions

5. Inspect the exposed splines of the steering shaft connection as shown in **Fig. 2**. It may be necessary to turn the steering wheel to gain adequate visibility of the splines.

If the steering shaft splines are not visible on both sides of the bolted connection, **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.

If the steering shaft splines are exposed on both sides of the bolted connection, go to the next inspection.



Fig. 2, Steering Shaft Splines

Customer Inspection Instructions

2. Steering Shaft U-Joint Pinch Bolt Inspection (Front of Firewall)

1. Open the hood.
2. Locate the universal joint of the steering shaft at the front of the firewall. See [Fig. 3](#) and [Fig. 4](#).
3. Check the connections between the steering column and the steering shaft at the front of the firewall, and the nut to pinch bolt connection. See [Fig. 4](#).

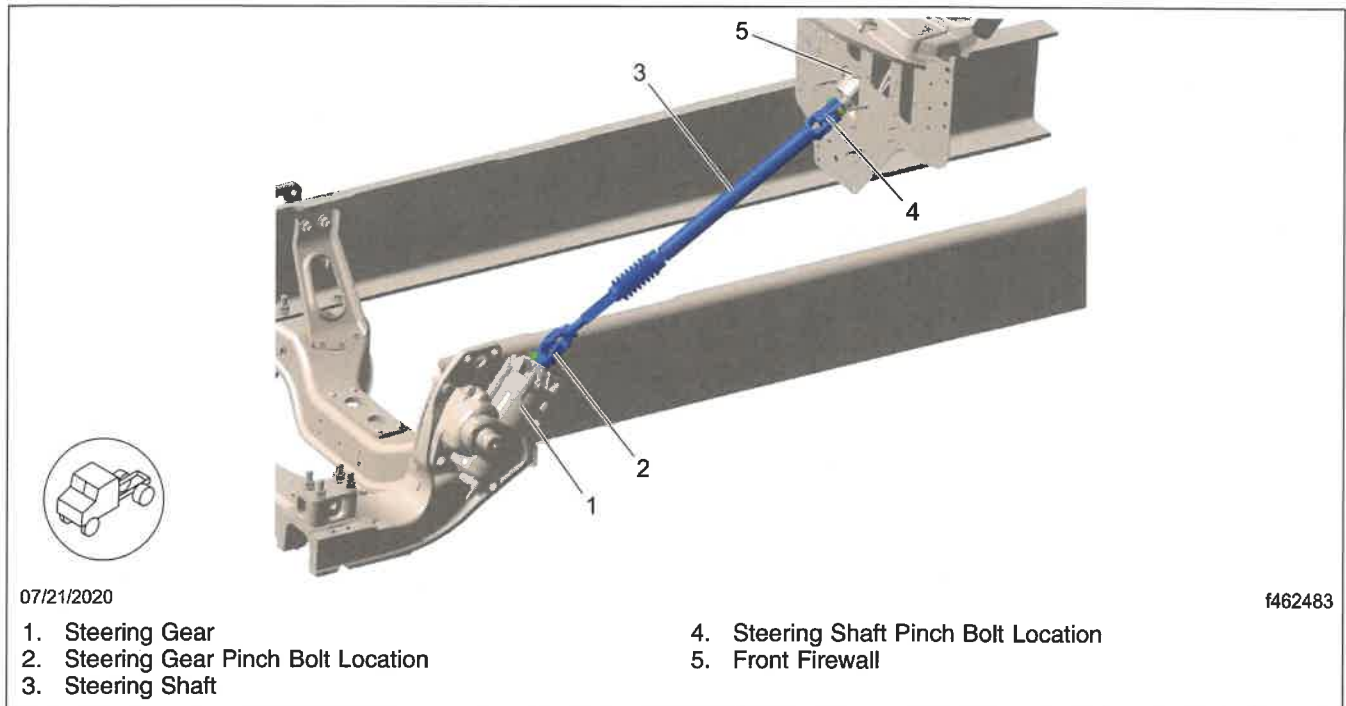


Fig. 3, Steering Assembly

4. Inspect the nut to pinch bolt connection. There must be bolt threads exposed beyond the nut as shown in [Fig. 1](#).
Are the bolt threads visible?
YES → Go to the next step.
NO → **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.
5. Inspect the exposed splines of the steering shaft connection as shown in [Fig. 2](#). It may be necessary to turn the steering wheel to gain adequate visibility of the splines.
If the steering shaft splines are not visible on both sides of the bolted connection, **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.
If the steering shaft splines are exposed on both sides of the bolted connection, go to the next inspection.

Customer Inspection Instructions

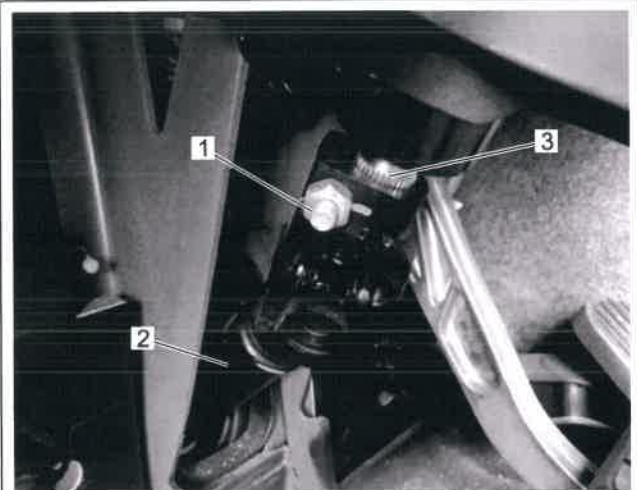


07/21/2022

f462485

1. Front Firewall
2. Pinch Bolt Location
3. Steering Shaft

Fig. 4, Pinch Bolt and Front Firewall Location



07/14/2022

f462481

1. Steering Nut and Pinch Bolt
2. Steering Shaft
3. Steering Column

Fig. 1, Steering Pinch Bolt Location



07/318/2018

f462319

Fig. 2, Steering Shaft Splines

Customer Inspection Instructions

3. Steering Gear U-Joint Pinch Bolt Inspection

1. Locate the universal joint at the steering gear. See **Fig. 3** and **Fig. 5**.
2. Check the connections between the steering shaft and the steering gear, and the nut to pinch bolt connection. See **Fig. 5**.

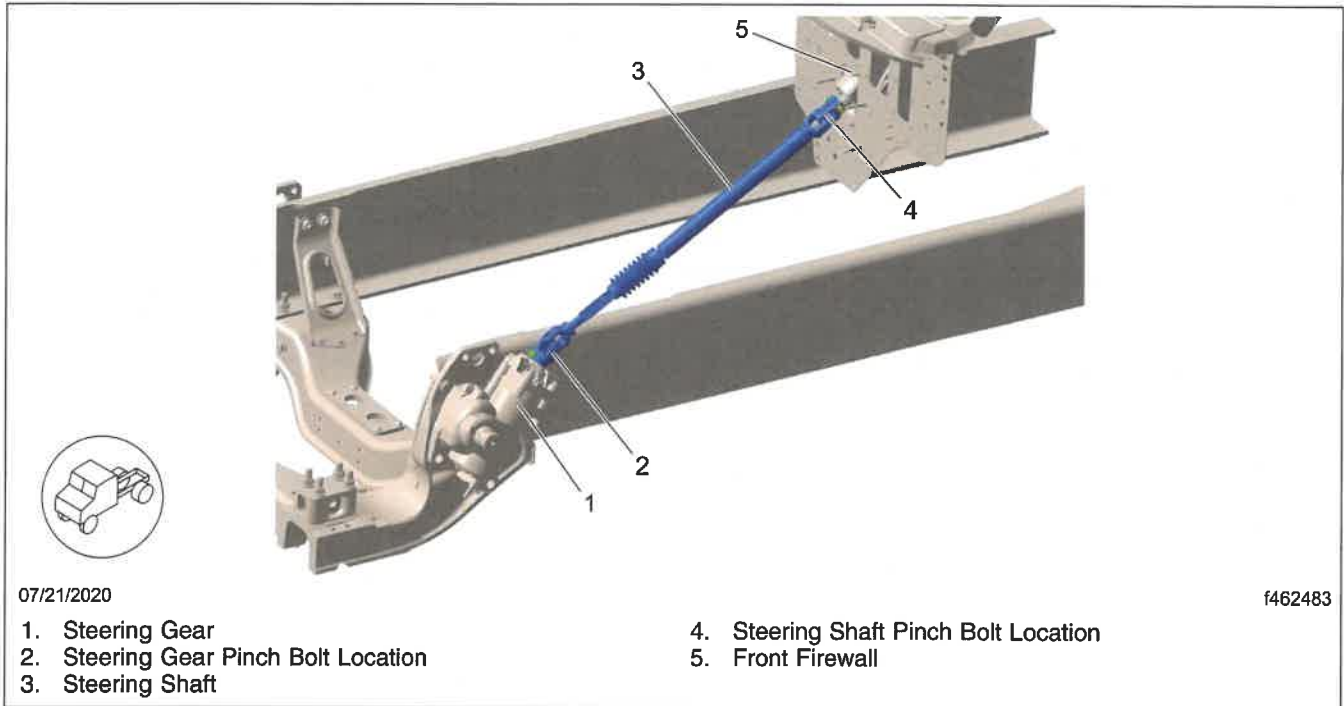


Fig. 3, Steering Assembly

3. Inspect the nut to pinch bolt connection. There must be bolt threads exposed beyond the nut as shown in **Fig. 1**.

Are the bolt threads visible?

YES → Go to the next step.

NO → **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.

4. Inspect the exposed splines of the steering shaft connection as shown in **Fig. 2**. It may be necessary to turn the steering wheel to gain adequate visibility of the splines.

If the steering shaft splines are not visible on both sides of the bolted connection, **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.

If the steering shaft splines are exposed on both sides of the bolted connection, the vehicle may be driven to the nearest DTNA dealer for the formal inspection and to complete the recall.

Customer Inspection Instructions

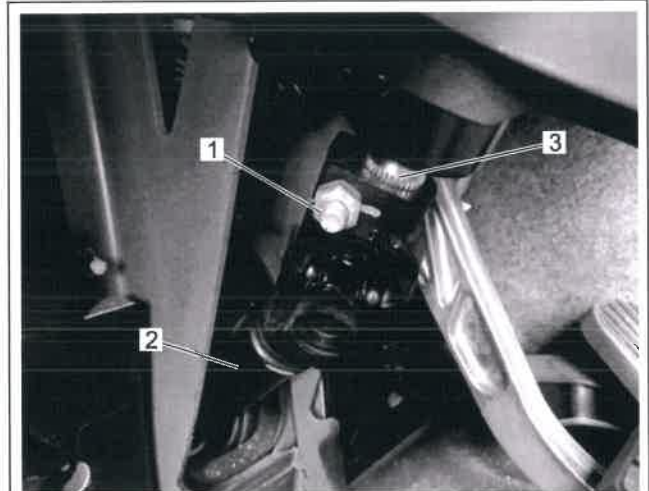


07/21/2022

f462484

1. Steering Shaft
2. Pinch Bolt Location
3. Steering Gear

Fig. 5, Pinch Bolt and Steering Gear Location



07/14/2022

f462481

1. Steering Nut and Pinch Bolt
2. Steering Shaft
3. Steering Column

Fig. 1, Steering Pinch Bolt Location



07/318/2018

f462319

Fig. 2, Steering Shaft Splines