

July 2024
FL997 A

Emissions Recall: FCCC Clean Idle Label

Models Affected: Specific model years 2019-2024 Freightliner Custom Chassis MT45 and MT55 van chassis, B2 106 school bus chassis, and EH High Cab/EL Low Cab Econic chassis, manufactured June 24, 2019, through January 13, 2023.

Vehicles are powered by DD5® and DD8® engines, engine model years 2020-2021, engines manufactured from July 1, 2019, to August 31, 2021.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary Freightliner Custom Chassis Corporation (FCCC), has determined that an emissions-related defect exists on the vehicles mentioned above.

Certain vehicles received an incorrect Clean Idle label at the plant.

The existing Clean Idle label will be removed and replaced with a new Clean Idle label.

There are approximately 1,046 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.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Clean Idle Labels

[See page 8 for Clean Idle label ordering instructions.](#)

If our records show your dealership has ordered any vehicles involved in campaign number FL997, 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 FL997

Campaign Number	Part Number	Part Description	Qty.	Note
FL997 A	A 472 221 21 01	CLEAN IDLE LABEL	1 ea	See 'Claims for Credit' section on page 2 for filing instructions.
	WAR260	COMPLETION STICKER	1 ea	

Table 1

July 2024
FL997 A

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
FL997 A	Remove & Replace Clean Idle Label	0.4	996-R233A	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 FTL Authorization field, enter the campaign number and appropriate condition code, **FL997-A**.
- In the Primary Failed Part Number field, enter **25-FL997-000**.
- **In the Parts field use the following: Part Type: Other, Part #: A 472 221 21 01, Part Description: Clean Idle Label, Part Price: \$100** (at time of publishing).
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-6010A for 0.3 hours.
- For OWL, 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 for this recall.)
 - Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in Other Charges section.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.

July 2024
FL997 A

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 WSC on the DTNA Portal if you have any questions or need additional information. Export distributors, submit a WSC ticket 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 may be returned as noted for U.S. and Canadian dealers. Export locations will pay freight to return kits. 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.

July 2024
FL997 A

Copy of Notice to Owners

Emissions Recall: FCCC Clean Idle Label

Your vehicle may be equipped with an incorrect Clean Idle label, which is regulated under applicable emission regulations.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating emissions recall FL997 involving certain FCCC chassis, powered by DD5® and DD8® engines, engine model years 2020-2021, engines manufactured from July 1, 2019 to August 31, 2021.

Certain vehicles, as described above, received an incorrect Clean Idle label at the plant.

The existing Clean Idle label will be removed and replaced with a new Clean Idle label. The labels will need to be ordered **prior to your appointment** and will be installed **free of charge** by Daimler Truck North America authorized service facilities. Removal of the old label and affixing the new label will take approximately one half hour.

Please contact an authorized DTNA dealer to arrange to have the recall performed, and to ensure that the label specific to your vehicle is ordered and available at the dealership, **prior to your appointment**. To locate a dealer, search online at <https://northamerica.daimlertruck.com/contact-us>. Scroll down to 'Locate a Dealer', and search for a Freightliner location. You may also confirm your vehicle's involvement in this emissions recall at URL: <https://dtna-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail: dtna-war-campaigns@daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357.

We regret any inconvenience this action may cause, but feel certain you understand our interest in being compliant with motor vehicle emissions regulations.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

July 2024
FL997 A

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.

July 2024
FL997 A

Work Instructions

Emissions Recall: FCCC Clean Idle Label

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Vehicles are powered by DD5® and DD8® engines, engine model years 2020-2021, engines manufactured from July 1, 2019, to August 31, 2021.

Remove & Replace Clean Idle Label

1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL997 (Form WAR260). The base label is usually located on the front wall under the dash. If a sticker is present for FL997, 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 set the parking brake. Chock the tires.
3. Locate the CLEAN IDLE label on the front of the driver-side door and inspect for the manufacturer's badge.

Is a 'Detroit Diesel' logo present on the label, as shown in [Fig. 1](#) ?

YES → No further action is required. Go to step 6.

NO → Continue with step 4.



Fig. 1, Clean Idle Label

4. Remove the incorrect clean idle label from the truck. Thoroughly clean the surface with isopropyl alcohol, and then dry with a clean towel.

July 2024
FL997 A

5. Place the new label in the same location.

IMPORTANT: The label is tamper resistant, so it cannot be repositioned once it contacts the surface of the vehicle.

- 5.1 To apply the new label, remove the adhesive backing and carefully place the label in the same location from where the old label was removed. See **Fig. 2**.

IMPORTANT: Ensure to avoid bubbles and creases.

NOTE: A wide, straight edge, such as a plastic putty knife or a rubber squeegee, is recommended to evenly apply the label to the surface, taking care not to damage the label.

- 5.2 Start at the top, and while moving downward, slowly lower the label to the surface. See **Fig. 3**.



Fig. 2, Placing the New Label

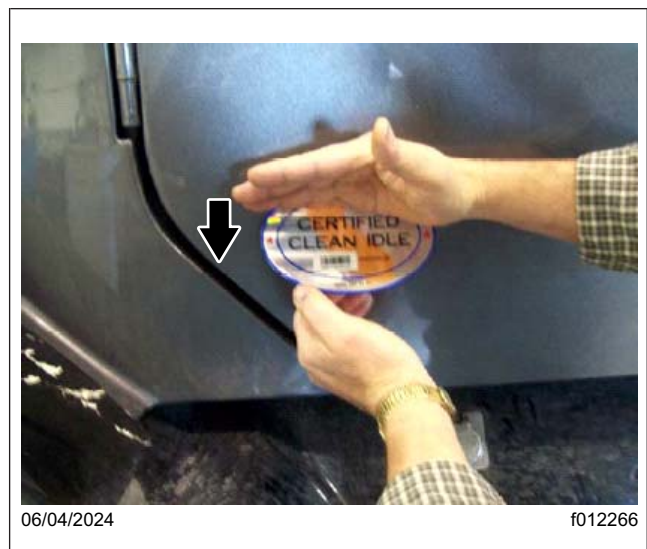


Fig. 3, Lowering Label to the Surface from Top to Bottom

- 5.3 Use a clean towel to firmly press the label to the vehicle surface; from the center, work outward. A firm seal around the edges is extremely important to avoid dirt and water ingress.

IMPORTANT: To ensure the tamper feature functionality, allow 24 hours of cure time on the surface at temperatures above 45°F.

6. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL997 (Form WAR260), indicating this work has been completed.

July 2024
FL997 A

Clean Idle Label Ordering Instructions

DTNA Portal > Service > Daimler Truck Technical Support > Order Center.

1. Navigate to the Order Center on the DTNA Portal by selecting the Service sidebar and navigating to Daimler Truck Technical Support > Order Center. See Figures 4 and 5 below.

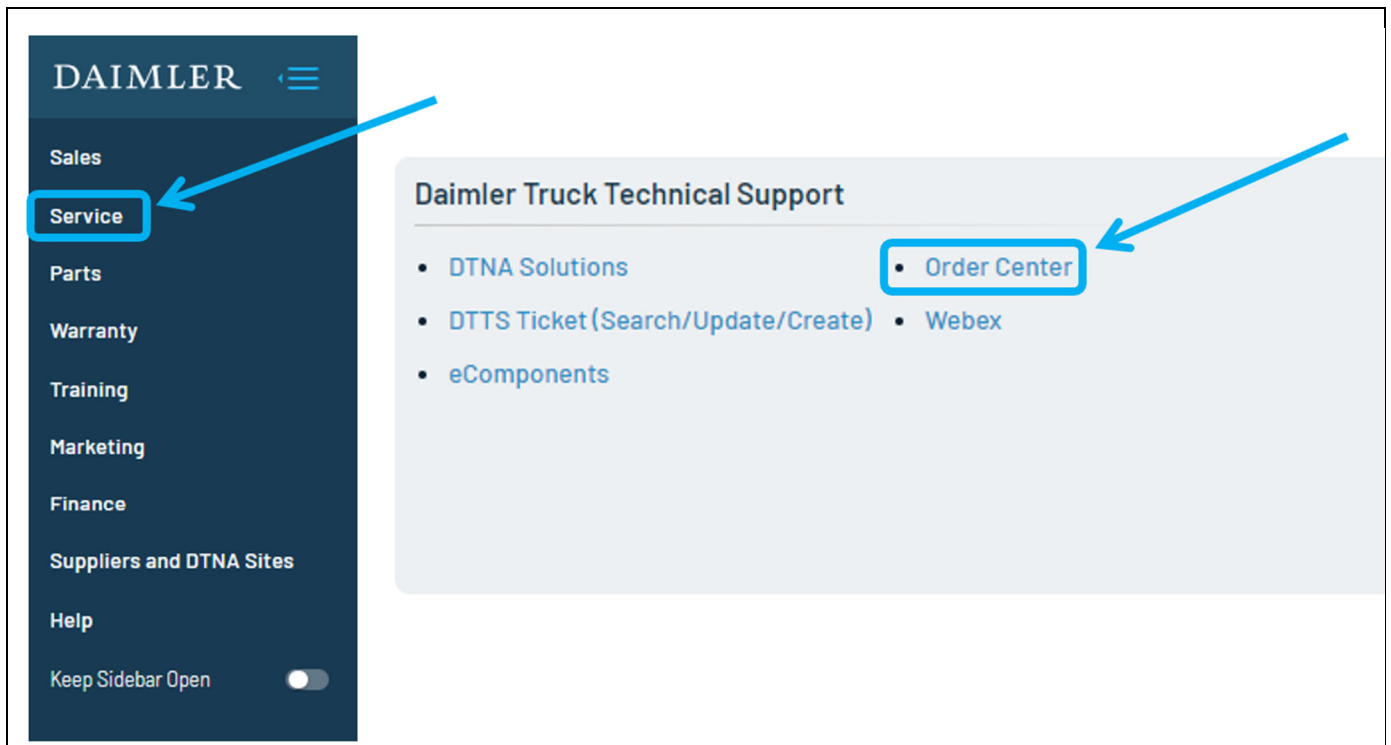


Figure 4 – DTNA Portal

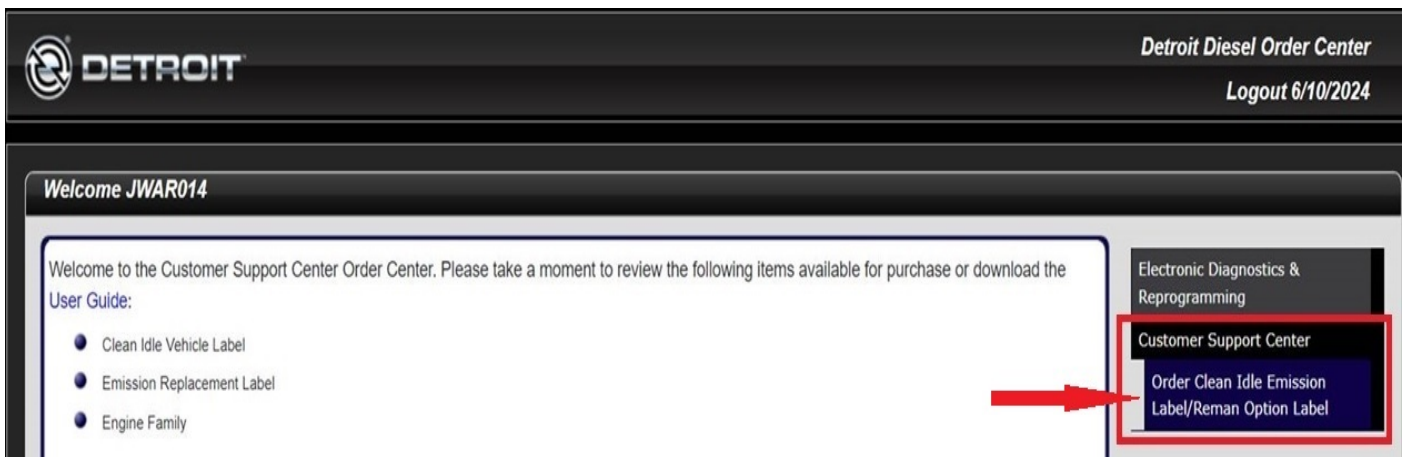


Figure 5 – Order Center

July 2024
FL997 A

2. Click the '+' icon next to 'Add a Clean Idle / Emission / Other Label.' See Figure 6.

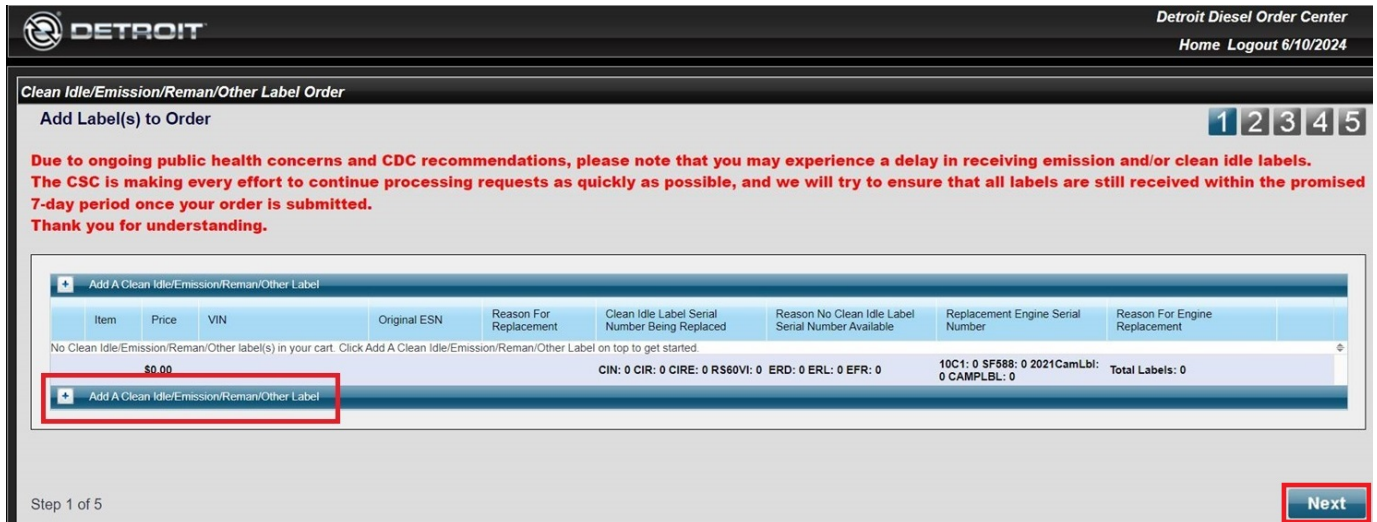


Figure 6 – Clean Idle Label Ordering Process

3. Use the **Item** drop-down menu and select 'Clean Idle Label Replacement'. See Figure 7.

4. Complete the fields shown below and select 'Insert Item.' See Figure 7.

NOTE: The price for the label at the time of publishing is \$100. Add this cost to your FL997 claim for reimbursement.

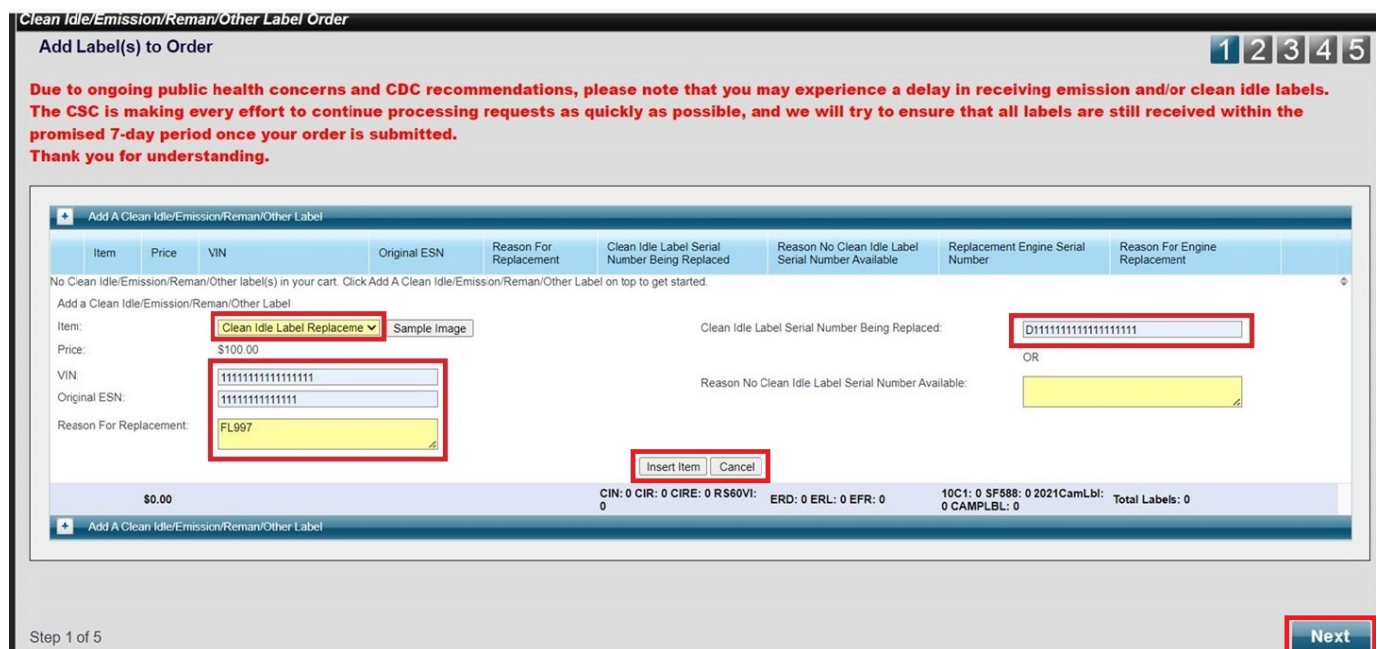


Figure 7 – Clean Idle Label Ordering Process

July 2024
FL997 A

5. Continue with the order process. See Figures 8-11.

NOTE: The Purchase Order No should be FL997. See Figure 9.

Clean Idle/Emission/Reman/Other Label Order

Shipping Information - Receiving Distributor/Dealer

1 2 3 4 5

Distributor/Dealer Search

Distributor/Dealer Code:

Shipping Address Info

Company Name:

Full Name:

Address Line 1:

Address Line 2:

City/State, Province:

Zip, PC/Country:

Phone/Fax:

Email:

Address Accuracy: Make sure you get your order! If the address is not entered correctly, your package may be returned as undeliverable. You would then have to place a new order. Save time and avoid frustration by entering/validating the address information in the appropriate boxes and double-checking for typos and other errors.

Step 2 of 5

Previous Next

Figure 8 – Clean Idle Label Ordering Process

Clean Idle/Emission/Reman/Other Label Order

Payment Option

1 2 3 4 5

Please select a payment option:

Warranty System: These debits will be identified as 'Field Service' on the DTNA billing document and net on your warranty statement. If your warranty balance is zero at the time of the charge, you should remit according to the billing document.

VISA/MasterCard or American Express credit cards.

Purchase Order Info

Purchase Order No:

Billing Address Info

Bill to Shipping Address?

Company Name:

Full Name:

Address Line 1:

Address Line 2:

City/State, Province:

Zip, PC/Country:

Phone/Fax:

Email:

Step 3 of 5

Previous Next

Figure 9 – Clean Idle Label Ordering Process (Purchase Order No. FL997)

July 2024
FL997 A

Clean Idle/Emission/Reman/Other Label Order

Terms and Conditions 1 2 3 4 5

Transaction Currency:
US Dollars.

Delivery Policy:
Your order will be shipped within 7 business days unless otherwise advised.

Shipping/Delivery Information:
Federal Express Overnight (included).

Refund/Return Policy:
Refunds will be handled on a case by case basis. For refund information, contact the Detroit Customer Support Center at 800-445-1980 or CSC@daimlertruck.com

I accept the Terms and Conditions

Step 4 of 5

Previous **Next**

Figure 10 – Clean Idle Label Ordering Process

Clean Idle/Emission/Reman/Other Label Order

Order Review 1 2 3 4 5

The code you entered is not valid. Please try again.

Please review your order before submitting.

Your shopping cart consist of the following items:


Item	Item Description	VIN	ESN	Unit Price
CIR	Clean Idle Label Replacement	111111111111111111	1111111111111111	\$100.00
			Total	\$100 USD

Billing Address:
Test
DD Test
13400 W Outer Drive
Detroit, MI 48236
UNITED STATES
800-445-1980
Test@daimlertruck.com

Shipping Address:
Test
DD Test
13400 W Outer Drive
Detroit, MI 48236
UNITED STATES
800-445-1980
Test@daimlertruck.com

Payment Info:
Type: WarrantySys
Purchase Order No: FL997

⚠ When placing the order please do not click the Place Order button more than once.


bpgk Refresh

Step 5 of 5

Previous **Place Order**

Figure 11 – Clean Idle Label Ordering Process

- Click 'Place Order' to complete the ordering process. Once the request is submitted, you will receive an email confirmation. Submitting follow-up requests will create duplicate cases. Please call DETROIT™ Daimler Truck Technical Support (DTTS) at 800-445-1980, or email csc@daimlertruck.com if you have questions.