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**VIN:**

**Daimler Trucks North America NHTSA Recall# 24V-393  
Freightliner Campaign # F1002  
Hub Snap Ring and Retainer Tabs**

August 5, 2024

Dear Tiffin Motorhome Customer,

**Please see the enclosed letter** from Daimler Trucks North America on behalf of Freightliner Trucks Division, about a safety recall that is applicable for the VIN listed above. For any questions regarding this safety recall, please contact Freightliner's Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, or by e-mail at [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com).

Thank you for your attention to this matter,

Tiffin Motorhomes Recall Department

## IMPORTANT SAFETY RECALL

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

**July 2024**

**F1002**

**NHTSA #24V-392**

**NHTSA #24V-393**

### Subject: Hub Snap Ring and Retainer Tabs

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 Freightliner Trucks Division, and wholly owned subsidiaries, Freightliner Custom Chassis Corporation, Western Star Truck Sales, Inc., Thomas Built Buses, has decided that a defect, which relates to motor vehicle safety, exists in certain 2025 Freightliner 108SD, 114SD, Business Class M2; Freightliner Custom Chassis, MC Chassis, MT45 Chassis, MT45G Chassis, MT55 Chassis, MT55G Chassis, S2C 106 Cab & Chassis, S2RV 106 Cab & Chassis, XBS Chassis, XCM Chassis, XCP Chassis, XCR Chassis, XCS Chassis; Western Star, 47X, 49X, 57X vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FCCC	MC CHASSIS	2025	2025	03/20/2024	03/26/2024
FCCC	MT45 CHASSIS	2025	2025	02/15/2024	05/01/2024
FCCC	MT45G CHASSIS	2025	2025	02/07/2024	05/02/2024
FCCC	MT55 CHASSIS	2025	2025	02/08/2024	05/02/2024
FCCC	MT55G CHASSIS	2025	2025	02/09/2024	04/18/2024
FCCC	S2C 106 CAB & CHASSIS	2025	2025	02/16/2024	04/10/2024
FCCC	S2RV 106 CAB & CHASSIS	2025	2025	02/05/2024	04/24/2024
FCCC	XBS CHASSIS	2025	2025	03/22/2024	03/22/2024
FCCC	XCM CHASSIS	2025	2025	02/13/2024	04/03/2024
FCCC	XCP CHASSIS	2025	2025	03/08/2024	03/08/2024
FCCC	XCR CHASSIS	2025	2025	02/15/2024	04/22/2024
FCCC	XCS CHASSIS	2025	2025	02/05/2024	04/12/2024
Freightliner	108SD	2025	2025	03/15/2024	03/15/2024
Freightliner	114SD	2025	2025	02/02/2024	03/14/2024
Freightliner	Business Class M2	2025	2025	02/05/2024	04/22/2024
Western Star	47X	2025	2025	02/05/2024	02/12/2024
Western Star	49X	2025	2025	03/06/2024	03/20/2024
Western Star	57X	2025	2025	03/08/2024	03/08/2024
Thomas Built Buses	SAF-T-LINER C2 Non-School Bus	2025	2025	03/11/2024	03/11/2024
Thomas Built Buses	SAF-T-LINER C2 School Bus	2025	2025	02/05/2024	05/01/2023
Thomas Built Buses	SAF-T-LINER EFX School Bus	2025	2025	02/22/2024	02/27/2024

The affected vehicles may be missing the snap ring on the preset hubs and/or have unbent retainer tabs on the conventional 4-piece fastener hubs. This could allow the wheel hub fasteners to loosen. Wheel separation may occur resulting in an increased risk of loss of vehicle control and a crash.

A Daimler Truck North America authorized service facility will inspect the hub nut retaining system. If there is a failure of the hub nut retaining system we will, remove the wheel end, inspect the axle, and wheel end components for damage. Then they will replace any failed parts as needed. The Recall will take approximately thirty minutes to two 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 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](mailto: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

## **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.