

February 2021
FL871A-C
NHTSA #20V-806 School Bus
#20V-807 Non-School Bus
Transport Canada #2020-636 Non-School Bus
#2020-637 School Bus

Subject: Steer Axle Bosch Caliper Tie Bars

Models Affected: Specific Model Year 2021-2022 Freightliner Business Class M2, and Freightliner Custom Chassis MBC, MC, MT55, B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), and S2 shuttle bus chassis manufactured October 13, 2020, through December 3, 2020.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

On certain vehicles, the caliper tie bar fasteners on the steer axle may not have been torqued to specification. A loose or dangling tie bar may come in contact with wheel-end components, which could affect vehicle braking and increase the risk of a crash.

The steer axle caliper tie bar fasteners and wheel end assemblies will be inspected and repaired as necessary. Repairs will be performed by Daimler Trucks North America authorized service facilities.

There are approximately 441 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.

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 kit and/or part number(s) listed below from your facing Parts Distribution Center (PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL871, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL871

Campaign Number	Kit Number	Part Description	Part Number	Qty.
FL871A-C	N/A	SCREW-TORX HEAD,M10 X 1.5 X25- GRADE 10.9	11-22247-000	4 per wheel end (up to 2 wheel ends)
		BLANK COMPLETION STICKER	WAR260	1 ea

Table 1

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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
FL871AB (Non-RVs)	Torque caliper stiffening bar mtg. bolts (No replacement required)	0.8	996-R021A	12-Repair Recall/Campaign
FL871C (RVs)	Torque caliper stiffening bar mtg. bolts (No replacement required)	1.4	996-R021B	
FL871A-C (Add SRT once for each wheel end; up to two wheel ends)	Replace caliper stiffening bar mtg. bolts	0.4	996-R021C	

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 Campaign field, enter the campaign number and appropriate condition code (e.g. **FL871-A, FL871-B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL871-000**.
- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table. If brake components are found to be worn due to the recall issue, they may be added to the campaign repair claim.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.4 hours for RVs or 0.3 hours for all other vehicles.
- The VMRS Component Code is **F99-999-999** 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.)
 - Submit an OWL Recall Pre-Approval Request for a decision.

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- Include the approved amount on your 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.
- 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 DTNACConnect.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 Owners

Subject: Steer Axle Bosch Caliper Tie Bars

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 Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2021-2022 Freightliner Business Class M2, and Freightliner Custom Chassis MBC, MC, MT55, B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), and S2 shuttle bus chassis manufactured October 13, 2020, through December 3, 2020.

On certain vehicles, the caliper tie bar fasteners on the steer axle may not have been torqued to specification. A loose or dangling tie bar may come in contact with wheel-end components, which could affect vehicle braking and increase the risk of a crash.

The steer axle caliper tie bar fasteners and wheel end assemblies will be inspected and repaired as necessary. Repairs will be performed by Daimler Trucks North America authorized service facilities.

Please contact an authorized Daimler Trucks 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, go to Daimler-TrucksNorthAmerica.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand. The Recall will take approximately one hour and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlinfo.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 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@Daimler.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 to <http://www.safercar.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 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.

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Work Instructions

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Models Affected: Specific Model Year 2021-2022 Freightliner Business Class M2, and Freightliner Custom Chassis MBC, MC, MT55, B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), and S2 shuttle bus chassis manufactured October 13, 2020, through December 3, 2020.

NOTE: FL871A & B - Non-RVs, see procedure below.
FL871C - RVs Only, go to procedure on page 8.

Caliper Tie Bar Fastener Procedure - Non RVs (FL871A & B)

1. Check the base label (Form WAR259) for a completion sticker for FL871 (Form WAR260) indicating this work has been completed. For trucks, the base label is usually located on the passenger door about 12 inches (30 cm) below the door latch; for school buses, it's usually located above the driver's window; and for shuttle buses and step vans, it's usually located in the driver's area. If a sticker is present for FL871, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

DANGER

Before working under the vehicle, always place jack stands under the frame rails to ensure the vehicle cannot drop. Failure to follow these steps could result in serious personal injury or death.

3. Raise the vehicle and support it on jack stands.
4. Remove both of the steer axle wheel assemblies. For instructions, refer to **Group 40** of the applicable workshop manual.
5. Set a torque wrench to 38 lbf-ft (52 N·m) and tighten the caliper stiffening bar mounting bolts on each side of the vehicle. See **Fig. 1**.

If any of the bolts turned, continue with the next step.

If none of the bolts turned, go to step 9.

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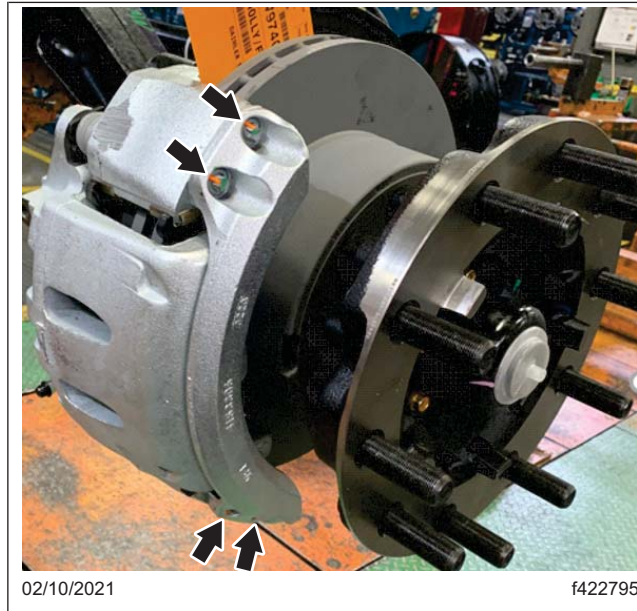


Fig. 1, Caliper Stiffening Bar Mounting Bolts

WARNING

When replacing brake pads, shoes, rotors, or drums, always replace components as an axle set.

- Always reline both sets of brakes on an axle at the same time.
- Always replace both rotors/drums on an axle at the same time.
- Always install the same type of linings/pads or drums/rotors on both axle ends of a single axle, and all four axle ends of a tandem axle, at the same time. Do not mix component types.

Failure to do so could cause uneven braking and loss of vehicle control, resulting in property damage, personal injury, or death.

6. On the caliper of which one or more caliper stiffening bar mounting bolts turned, remove and discard the four caliper stiffening bar mounting bolts, then remove and retain the stiffening bar. See [Fig. 4](#).
7. Inspect the brake pads and brake rotor to ensure even braking and no damage due to any caliper flex.
If the components are in good condition, continue with next step.
If the components are NOT in good condition, replace the worn components. Make sure to replace the friction material on both ends of the axle.
8. Install the stiffening bar with four new caliper stiffening bar mounting bolts. Torque to 50 lbf-ft (68 N·m).
9. Install both of the wheel assemblies. For instructions, refer to **Group 40** of the applicable workshop manual.

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10. Raise the vehicle, remove the jack stands, then lower the vehicle.

WARNING

Do not operate the vehicle until the brakes have been adjusted and checked for proper operation. To do so could result in inadequate or no braking ability, which could cause personal injury or death, and property damage.

11. In a safe area, check for proper brake operation, as follows, before putting the vehicle in service.
 - 11.1 Apply and release the brakes several times to check for air leaks and proper operation.
 - 11.2 Perform six low-speed stops to ensure proper parts replacement and full vehicle control.
 - 11.3 Immediately after doing the above stops, check the rotor temperatures. Any rotors that are significantly cooler than others indicate a lack of braking effort on those wheels.
12. Clean a spot on the base label (Form WAR259), write the recall number, FL871, on a blank red completion sticker (Form WAR260), and attach it to the base label, indicating this work has been completed.

Caliper Tie Bar Fastener Procedure - RVs Only (FL871C)

1. Check the base label (Form WAR259) for a completion sticker for FL871 (Form WAR260) indicating this work has been completed. The base label is usually located on the front wall under the dash for RVs. If a sticker is present for FL871, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

DANGER

Before working under the vehicle, always place jack stands under the frame rails to ensure the vehicle cannot drop. Failure to follow these steps could result in serious personal injury or death.

3. Raise the vehicle and support it on jack stands.
4. Beginning with the right-front wheel, use a tire runout gauge to check the radial runout. See [Fig. 2](#). Write down the measurement for later use to avoid vibration complaints.
5. Mark the two studs closest to the valve stem, as shown in [Fig. 3](#), for proper wheel assembly location when installing the wheel assembly on the hub again.
6. Remove both of the steer axle wheel assemblies. For instructions, refer to **Group 40** of the applicable workshop manual.

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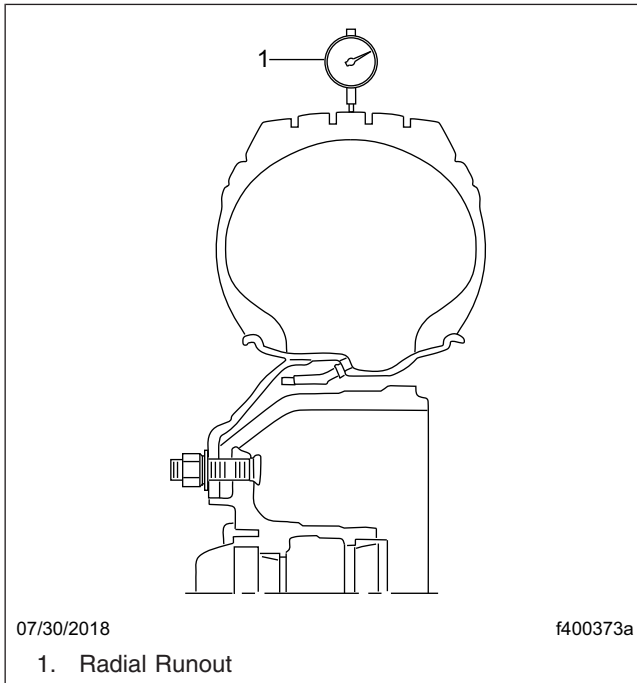


Fig. 2, Radial Runout Check for Tires

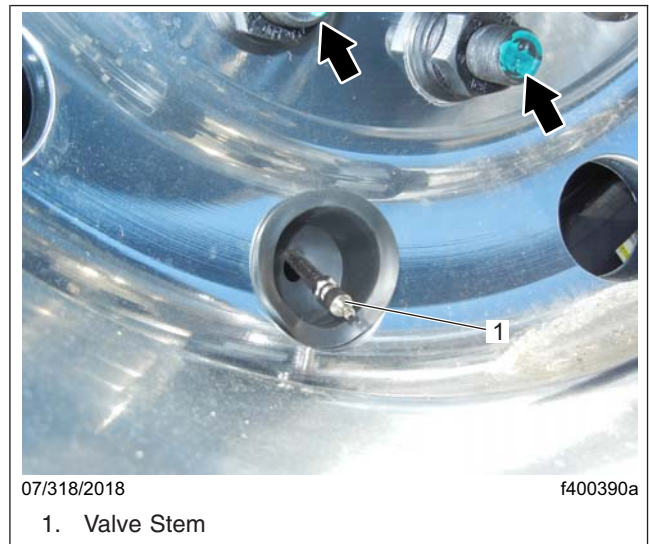


Fig. 3, Marking Wheel Studs

7. Set a torque wrench to 38 lbf-ft (52 N·m) and tighten the caliper stiffening bar mounting bolts on each side of the vehicle. See [Fig. 4](#).

If any of the bolts turned, continue with the next step.

If none of the bolts turned, go to step 11.

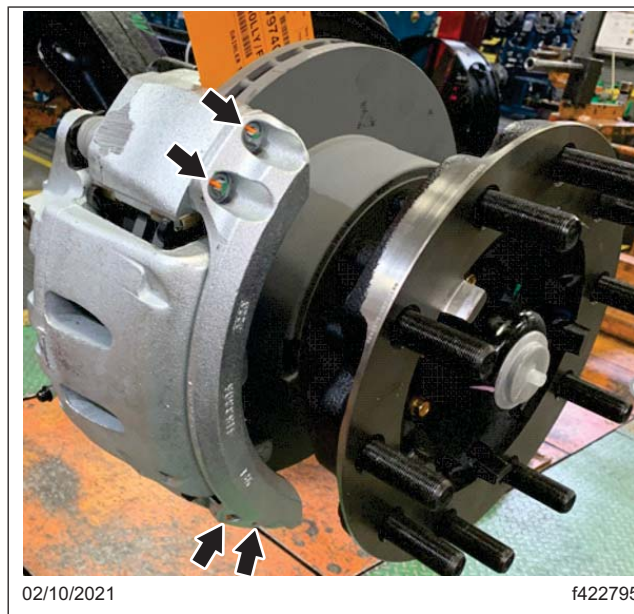


Fig. 4, Caliper Stiffening Bar Mounting Bolts

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WARNING

When replacing brake pads, shoes, rotors, or drums, always replace components as an axle set.

- Always reline both sets of brakes on an axle at the same time.
- Always replace both rotors/drums on an axle at the same time.
- Always install the same type of linings/pads or drums/rotors on both axle ends of a single axle, and all four axle ends of a tandem axle, at the same time. Do not mix component types.

Failure to do so could cause uneven braking and loss of vehicle control, resulting in property damage, personal injury, or death.

8. On the caliper of which one or more caliper stiffening bar mounting bolts turned, remove and discard the four caliper stiffening bar mounting bolts, then remove and retain the stiffening bar. See [Fig. 4](#).
9. Inspect the brake pads and brake rotor to ensure even braking and no damage due to any caliper flex.
If the components are in good condition, continue with next step.
If the components are NOT in good condition, replace the worn components. Make sure to replace the friction material on both ends of the axle.
10. Install the stiffening bar with four new caliper stiffening bar mounting bolts. Torque to 50 lbf-ft (68 N·m).
11. Install both of the wheel assemblies. For instructions, refer to **Group 40** of the applicable workshop manual.
12. Using the two studs marked earlier as a guide, install the wheel assembly. When correctly installed, a line drawn from the valve stem through the center of the wheel assembly should go between the two marked studs.
13. Using a tire runout gauge, measure and record the radial runout of the tire and wheel assembly. Mark the highest point on the tire and wheel assembly. Rotate the tire and wheel assembly until the high spot is at the 12 o'clock position (without allowing the assembly to turn). Loosen all lug nuts to let the assembly settle, then tighten the lug nuts in the proper sequence. See **Group 40** of the applicable vehicle maintenance manual for the tightening sequence. The radial runout should be very close to what was recorded in step 3. If not, repeat this step.
14. Raise the vehicle, remove the jack stands, then lower the vehicle.
15. Charge the air system and check for leaks.

WARNING

Do not operate the vehicle until the brakes have been adjusted and checked for proper operation. To do so could result in inadequate or no braking ability, which could cause personal injury or death, and property damage.

16. In a safe area, check for proper brake operation, as follows, before putting the vehicle in service.
 - 16.1 Apply and release the brakes several times to check for air leaks and proper operation.
 - 16.2 Perform six low-speed stops to ensure proper parts replacement and full vehicle control.
 - 16.3 Immediately after doing the above stops, check the rotor temperatures. Any rotors that are significantly cooler than others indicate a lack of braking effort on those wheels.
17. Clean a spot on the base label (Form WAR259), write the recall number, FL871, on a blank red completion sticker (Form WAR260), and attach it to the base label, indicating this work has been completed.