

September 2019  
FL814A-E  
NHTSA #19V-371  
REVISED NOTICE

## **Subject: FCCC MT Chassis Brake Pedal Clevis Pins**

**Models Affected: Specific Freightliner Custom Chassis MT45 and MT55 step vans, manufactured January 12, 2011, through January 3, 2019.**

### **General Information**

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

There are approximately 10,418 vehicles involved in this campaign.

The clearance between the brake pedal clevis pin clip and the throttle pedal mounting hardware does not meet minimum clearance requirements. This could result in detachment of the brake pedal clevis pin clip. As the clevis pin works out, there will initially be loss of brake lights, and eventually the brake pedal may become detached. Both the loss of brake lights and a detached brake pedal increase the risk of a crash.

The throttle pedal assembly will be replaced with a new design to create additional clearance between the brake pedal clevis pin and the throttle pedal mounting hardware. Freightliner Custom Chassis Engineering has determined that one of the bolts used in the original repair was incorrect. Vehicles that have had FL814 completed are being notified to return to have this corrected.

**REVISION:** Two new groups, FL814D and FL814E, have been added to the recall. A procedure for new groups has been added, the callouts for Fig. 1 have been revised, the parts table has been revised, and an SRT has been added.

### **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 part numbers listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL814, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

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**Table 1** - Replacement Parts for FL814

Campaign Number	Part Number	Part Description	Qty.
FL814A-C	01-34563-000	BRKT-MTG,ACLTR PEDAL, TOP	1 ea
	01-34564-000	BRKT-MTG,ACLTR PEDAL,BTM	1 ea
	23-09114-002	WASHER-HRDN,0.41X0.81X.080,ZN	2 ea
	23-09114-006	WASHER-HRDN,0.34X0.69X.080,ZN	12 ea
	23-11745-125	SCREW-CAP,HEX,GR8,5/16-18X1.25	6 ea
	23-11747-150	SCREW-CAP,HEX,3/8-16,G	1 ea
	23-13833-106	NUT-HEX,PT,3/8-16,ZN/AL,C,.337	1 ea
	23-13861-105	NUT-HEX,FLG,LOCK,5/16-18,ZN AL	6 ea
	A01-34567-000	PEDAL ASSY-ACLTR,CUMMINS	1 ea
	TDA 2257D1174	PIN-HITCH (Clip),.072X1.26,MER ASA	1 ea
FL814D,E	WAR260	BLANK COMPLETION STICKER	1 ea
	23-11747-150	SCREW-CAP,HEX,3/8-16,G	1 ea
	23-13833-106	NUT-HEX,PT,3/8-16,ZN/AL,C,.337	1 ea

**Table 1**

## 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
FL814A,C	Replace Throttle Pedal Assembly	0.4	996-R069A	12-Repair Recall/Campaign
FL814B	Replace Throttle Pedal Assembly and Reorient Clevis Pin	0.5	996-R069B	12-Repair Recall/Campaign
FL814D,E	Replace Throttle Pedal Bolt and Nut	0.2	996-R069D	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 Campaign field, enter the campaign number and appropriate condition code (e.g. **FL814-A, FL814-B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL814-000**.
- In the Parts field, enter the appropriate part numbers as shown in the Replacement Parts Table.
- 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 0.3 hours.

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- 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.)
  - Submit an OWL Recall Pre-Approval Request for a decision.
  - 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](http://DTNACconnect.com) / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, 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 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.

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## Copy of Notice to Owners

### Subject: FCCC MT Chassis Brake Pedal Clevis Pins

**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 wholly owned subsidiary Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on specific Model Year 2011-2019 Freightliner Custom Chassis MT45 and MT55 step vans, manufactured January 12, 2011, through January 3, 2019.

The clearance between the brake pedal clevis pin clip and the throttle pedal mounting hardware does not meet minimum clearance requirements. This could result in detachment of the brake pedal clevis pin clip. As the clevis pin works out, there will initially be loss of brake lights, and eventually the brake pedal may become detached. Both the loss of brake lights and a detached brake pedal increase the risk of a crash.

The throttle pedal assembly will be replaced with a new design to create additional clearance between the brake pedal clevis pin and the throttle pedal mounting hardware.

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, search online at [Daimler-TrucksNorthAmerica.com](http://Daimler-TrucksNorthAmerica.com). On the menu tab, select "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 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 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. **For the Notice to U.S. Customers:** 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.

**For the Notice to U.S. Customers:** 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](mailto:DTNA.Warranty.Campaigns@Daimler.com). 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.safercar.gov>. **For the Notice to Canadian Customers:** 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](mailto:DTNA.Warranty.Campaigns@Daimler.com).

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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## **Copy of Notice to Owners**

### **Subject: FCCC MT Chassis Brake Pedal Clevis Pins**

This letter is to notify you that your vehicle requires additional work as part of recall FL814. Freightliner Custom Chassis Engineering has determined that one of the parts used in the original repair was incorrect.

Please contact an authorized Daimler Trucks North America dealer to arrange to have this work performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com) / Contact Us / Locate a Dealer. This will take approximately half an hour and will be performed at no charge to you.

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 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](mailto:DTNA.Warranty.Campaigns@Daimler.com).

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

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## Work Instructions

### Subject: FCCC MT Chassis Brake Pedal Clevis Pins

**Models Affected:** Specific Freightliner Custom Chassis MT45 and MT55 step vans, manufactured from January 12, 2011, through January 3, 2019.

**Revisions:** Two new groups, FL814D and FL814E, have been added to the recall. A procedure for new groups has been added, the callouts for Fig. 1 have been revised, the parts table has been revised, and an SRT has been added.

### FL814A-C (includes B) - Throttle Pedal Replacement

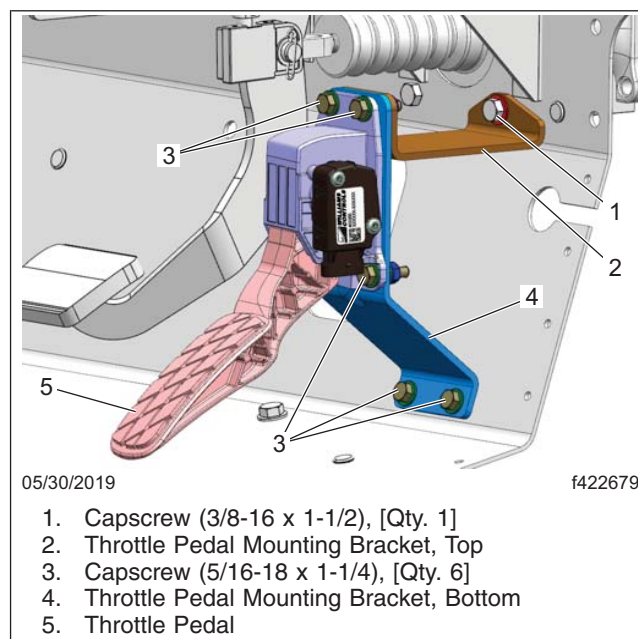
1. Check the base label (Form WAR259) for a completion sticker for FL814 (Form WAR260) indicating this work has been done. The base label is usually located on the front wall under the dash. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

NOTE: Two technicians are needed for the next step.

3. Remove the hardware that attaches the throttle pedal assembly to the firewall.
4. Remove the throttle pedal assembly.

NOTE: It may be helpful to use a small bladed tool to disconnect the electrical connector.

5. Disconnect the electrical connector.
6. Discard the throttle pedal assembly.
7. Connect the electrical connector.
8. Using new hardware, install the throttle pedal assembly as shown in [Fig. 1](#).



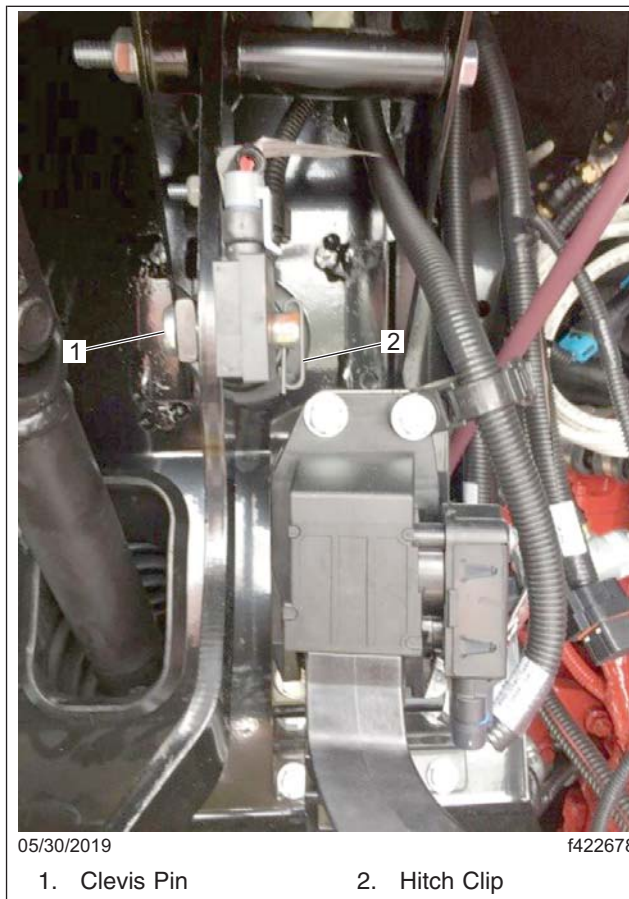
**Fig. 1, Throttle Pedal Assembly**

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- 8.1 Tighten the nut that attaches the top accelerator mounting bracket to the firewall 19 to 24 lbf-ft (26 to 33 N-m).
- 8.2 Tighten the six nuts that attaches the bottom accelerator mounting bracket 84 to 120 lbf-in (949 to 1356 N-cm).
9. For FL814A or FL814C, clean a spot on the base label (Form WAR259). Write the recall number, FL814, on a completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.
10. For FL814B, go to *Brake Pedal Clevis Pin Reorientation* (after performing Throttle Pedal Replacement).

## FL814B - Brake Pedal Clevis Pin Reorientation (After performing Throttle Pedal Replacement)

1. Remove the hitch clip from the clevis pin.
2. Remove the clevis pin from the brake pedal.
3. Install the clevis pin on the left side of the brake pedal. See [Fig. 2](#).
4. Install the hitch clip on the clevis pin. See [Fig. 2](#).



**Fig. 2, Reorientation of the Clevis Pin and Hitch Clip**



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5. With the vehicle parked, depress the brake pedal to ensure there is clearance with the throttle pedal assembly. If there is not, contact Freightliner Custom Chassis Corporation at 1-800-385-4357.
6. Clean a spot on the base label (Form WAR259). Write the recall number, FL814, on a completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.

## **FL814D,E - Throttle Pedal Bolt Replacement**

NOTE: Perform this procedure even if a completion sticker for FL814 is present.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

NOTE: Two technicians are needed for the next two steps.

2. Remove and discard the top throttle pedal to firewall bracket bolt and nut; set the washers aside for later use.
3. Install the new bolt and nut, as well as the washers set aside in the previous step. Tighten the bolt 19 to 24 lbf·ft (26 to 33 N·m).
4. If the holes between the bracket and firewall do not align, slightly loosen the top two throttle pedal bolts to allow the bracket to move, so that the holes align at the firewall.
5. Tighten the top two throttle pedal bolts 84 to 120 lbf·in (949 to 1356 N·cm).
6. Clean a spot on the base label (Form WAR259). Write the recall number, FL814, on a completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.