

Re-Notification of Recall FL869 (D21R3)

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s)

Subject: TM2020 LuK Clutch Disc Replacement

NOTE: Not all affected units were included in the original customer notification. This second mailing is to ensure you have an accurate list of all units affected by this recall.

This notice is sent to you in accordance with the National Traffic and 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, on behalf of its DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists on certain model year 2021 Freightliner Cascadias equipped with TM 2020 C model transmissions and LuK brand clutch manufactured July 8th, 2020, through September 8th, 2020. DTNA is initiating Recall Campaign D21R3 to replace the clutch disk.

On certain DT12 TM2020, models equipped with LuK brand clutch disc the clutch flange may break due to the heat-treating and stamping process. If flange failure occurs, loose parts may fall into the clutch pressure plate assembly, resulting in clutch disengagement, thereby increasing the risk of a crash.

Records indicate that your vehicle has one of the affected clutch assemblies. Instructions for this recall campaign were sent to your local Authorized Freightliner Repair Facility and the labor time required to perform this replacement is 7.7 hours.

Please contact an Authorized Freightliner Repair Facility and arrange to have the recall campaign performed. To locate an authorized facility, search online at <https://demanddetroit.com/find-a-dealer>. This service will be completed for you at no charge under the provisions of this notice. 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.

You must make an appointment with the repair facility at least two weeks in advance of the actual repair so the repair facility can stock the replacement part(s) needed to complete this recall campaign. Failure to provide advance notification to the repair facility may result in a delayed repair.

If you have paid to have this recall condition corrected prior to this notice, 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 a Freightliner Authorized Repair Facility.

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 repaired vehicle.
- What problem occurred, what repair was done, date of the repair.
- Who repaired the vehicle.
- The total cost of the claimed repair expense.
- 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 Freightliner dealer. Please speak with your authorized Freightliner dealer concerning this matter.

If you have questions about this Recall, please contact the **Detroit Diesel Customer Support Center**, 13400 Outer Drive West, Detroit, MI 48239, or call **(800) 445-1980 (Eastern Standard Time)**. **Detroit Diesel's Customer Support Center is open 24 Hours / 7 Days a Week**. 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>.

We are sorry to cause you this inconvenience. However, we have taken this action in the interest of your continued satisfaction with our products.

DETROIT WARRANTY CAMPAIGNS DEPARTMENT

Enclosure