

April 2021
FL874A
NHTSA #21V-067
Transport Canada #2021-060

Subject: M2 Transmission Oil Cooler Line

Models Affected: Specific Model Year 2014-2019 Freightliner Business Class M2 vehicles manufactured October 17, 2013, through September 25, 2018, and equipped with a Mahle-Bahr radiator.

General Information

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

On specific vehicles, the retaining clip that engages the transmission oil cooler line connection to the in tank oil cooler may fail and allow the transmission fluid cooler hose to disengage which may allow fluid to leak. If a rapid loss of transmission fluid occurred, it could lead to fluid on the road which may present a risk of a motor vehicle hitting the fluid and causing loss of control.

Both fittings will be inspected for leakage, breakage, or damage, and the locking clip replaced as needed.

There are approximately 16,673 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 part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL874, 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 FL874

Campaign Number	Part Description	Part Number	Qty.
FL874A	RETAINER CLIP	BHT 91099	2 ea
	or KIT-2, RADIATOR, JIFFY TITE	or BHT W8274002	or 1 ea
	BLANK COMPLETION STICKER	WAR260	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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL874A	Inspect cooler fitting clips	0.1	996-R034A	06-Inspect
	Inspect cooler fitting clips and replace clips	0.3	996-R034B	12-Repair Recall/Campaign
	Inspect cooler fittings and replace (Only 1% of the population is expected to need this repair)	1.1	996-R034C	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 (**FL874-A**).
- In the Primary Failed Part Number field, enter **25-FL874-000**.
- In the Parts field, enter the appropriate part number(s) 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.
- 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 DTNAConnect.com/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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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

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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, has decided that a defect that relates to motor vehicle safety exists on specific Model Year 2014-2019 Freightliner Business Class M2 vehicles manufactured October 17, 2013, through September 25, 2018, and equipped with a Mahle-Bahr radiator.

On specific vehicles, the retaining clip that engages the transmission oil cooler line connection to the in tank oil cooler may fail and allow the transmission fluid cooler hose to disengage which may allow fluid to leak. If a rapid loss of transmission fluid occurred, it could lead to fluid on the road which may present a risk of a motor vehicle hitting the fluid and causing loss of control.

Both fittings will be inspected for leakage, breakage, or damage, and the locking clip replaced as needed. 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, search online at 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 2014-2019 Freightliner Business Class M2 vehicles manufactured October 17, 2013, through September 25, 2018, and equipped with a Mahle-Bahr radiator.

Transmission Oil Cooler Line Inspection at the Radiator

1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL874 (Form WAR260). If a sticker is present for FL874, 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 apply the parking brake. Chock the tires.

IMPORTANT: If any of the two conditions below exist, the repair procedure shall be changed accordingly.

- **Aftermarket Retaining Systems**

Some vehicles in the affected population may have had an aftermarket line-retaining system installed. These systems replace or circumvent the performance of the retaining clips, which is the prime focus of this repair.

- **Fluid Leaks**

If transmission oil leakage has occurred between the cooler line and the fitting(s), the cooler fitting assembly needs to be replaced. The replacement fittings required for this repair have the updated line retaining clip pre-installed.

3. Inspect the oil cooler line connections at the radiator.
 - 3.1 If a collar and clamp kit (See [Fig. 1](#)), or a support plate (See [Fig. 2](#)) is installed, no further work is required. Clean a spot on the base label (Form WAR259). Write the recall number, FL874, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this campaign has been performed.



Fig. 1, Collar Clamp Kit



Fig. 2, Support Plate

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- 3.2 Is the transmission oil leaking at the cooler line fitting;
- YES** → Skip **Retaining Clip Replacement**, and go to **Cooler Fitting Replacement** below.
- NO** → Go to **Retaining Clip Replacement** below.

Retaining Clip Replacement

1. Remove the plastic lock ring by evenly prying it away from the fitting, and sliding it back onto the metal portion of the transmission cooler line.
2. Using a pick or a small screwdriver, remove the tube retaining clip. See [Fig. 3](#).

NOTICE

Do not over-expand the retaining clip to install it on the fitting.

3. Install a new retaining clip, and confirm the line is fully seated and the clip is tight.
4. Install the collar.
5. Clean a spot on the base label (Form WAR259). Write the recall number, FL874, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this campaign has been performed.

Cooler Fitting Replacement

1. Remove the plastic lock ring by evenly prying it away from the fitting, and sliding it back onto the metal portion of the transmission cooler line.
2. Using a pick or a small screwdriver, remove the tube retaining clip. See [Fig. 3](#).



Fig. 3, Removing the Retaining Clip

3. Using a clean container, drain the coolant from the radiator. For instructions, refer the *Business Class M2 Workshop Manual*.
4. Disconnect the oil cooler lines from the fittings in the radiator. In some variants, this may require removing some cooler line hangers, or surrounding components. For instructions, refer to the *Business Class M2 Workshop Manual*.

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NOTICE

Only remove one cooler fitting from the radiator at a time. Removing both will allow the oil cooler to change position inside the tank, possibly causing a future coolant leak, resulting in replacement of the radiator assembly.

5. Remove one fitting from the radiator.
6. Install a new fitting. Tighten to 47 lbf-ft (64 N·m).
7. Remove the second fitting from the radiator.
8. Install a new fitting. Tighten to 47 lbf-ft (64 N·m).
9. Install the cooler lines onto the radiator.

NOTE: If any additional steps are required for the cooler tube removal specific to the vehicle variants, refer to the appropriate section in the *Business Class M2 Workshop Manual* for instructions.

10. Confirm the cooler lines are fully seated onto the radiator, and the clip is tight. Install the collar.
11. Fill the transmission with appropriate oil.
12. Fill the radiator with appropriate coolant.
13. Clean a spot on the base label (Form WAR259). Write the recall number, FL874, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this campaign has been performed.