

July 2021
FL887A
NHTSA #21V-357
Transport Canada #2021-290

Subject: Cascadia Halogen Headlights

Models Affected: Specific model year 2017-2022 Freightliner Cascadia vehicles manufactured March 8, 2016, through May 10, 2021, and equipped with halogen headlights.

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 certain vehicles, if halogen headlight bulb is improperly installed upon replacement, that headlight bulb may potentially dislodge and come into contact with other components. If a replacement bulb is improperly installed, it may melt beyond the headlight assembly to potentially include the hood, cab and complete vehicle, increasing the risk of fire.

Vehicles will be inspected for a 4-inch access hole, foam grommets, and warning labels; and will be repaired as needed.

There are approximately 73,780 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 FL887, 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 FL887

Campaign Number	Part Description	Part Number	Qty.
FL887A	FOAM GROMMET	66-19944-000	4 ea
	WARNING LABEL	24-02029-000	2 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
FL887A	Inspect and repair halogen headlights	0.7	996-R121A	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 (**FL887-A**).
- In the Primary Failed Part Number field, enter **25-FL887-000**.
- In the Parts field, enter the appropriate kit or 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.

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.

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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: Cascadia Halogen Headlights

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 2017-2022 Freightliner Cascadia vehicles manufactured March 8, 2016, through May 10, 2021, and equipped with halogen headlights.

On certain vehicles, if halogen headlight bulb is improperly installed upon replacement, that headlight bulb may potentially dislodge and come into contact with other components. If a replacement bulb is improperly installed, it may melt beyond the headlight assembly to potentially include the hood, cab and complete vehicle, increasing the risk of fire.

Vehicles will be inspected for a 4-inch access hole, foam grommets, and warning labels; and will be repaired as needed.

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-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. 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 go 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 2017-2022 Freightliner Cascadia vehicles manufactured March 8, 2016, through May 10, 2021, and equipped with halogen headlights.

Halogen Headlight Repair

1. Check the base label (Form WAR259) for a completion sticker for FL887 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, continue with the next step.
2. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.
3. Open the hood.

NOTICE

Drilling holes in the splash shield without removing them from the vehicle may damage the hood and headlight wiring. Marking and drilling holes in the splash shield is safer, accurate and easier if done on a workbench.

IMPORTANT: For a more controlled and clean cut using a hole saw, drill the holes with the drill tool set to rotate counterclockwise. This will also reduce the amount of deburring required after drilling.

4. Remove the hood mounted splash shields at both sides. For instructions, refer to **Group 88** of the *New Cascadia™ Workshop Manual*.
5. Inspect the splash shields for existing inspection holes. See [Fig. 1](#).

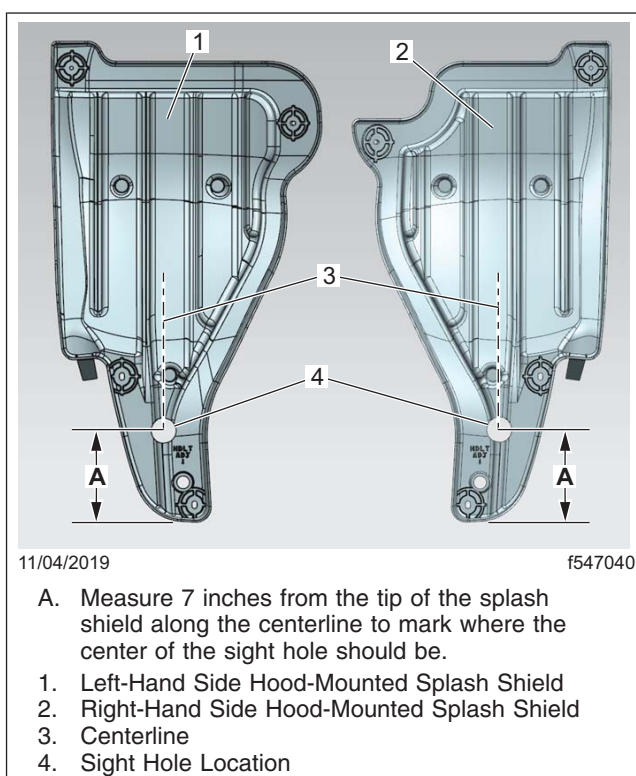


Fig. 1, Hood-Mounted Splash Shield Hole Locations

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- If no holes exist, go to the next step.
 - If 2-inch diameter holes exist, go to step 7.
 - If 4-inch diameter holes exist, go to step 8.
6. Drill a 4-inch hole in both the hood mounted splash shields as follows.
- 6.1 Measure 7 inches from the tip of the splash shield along the centerline and mark where the center of the sight hole should be. See [Fig. 1](#) and [Fig. 2](#).



Fig. 2, Using a Machinist's Square for Marking the Center of the Hole

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6.2 Using a hole saw, cut a 4-inch (approximately 100 mm) sight hole. See [Fig. 3](#) and [Fig. 4](#).

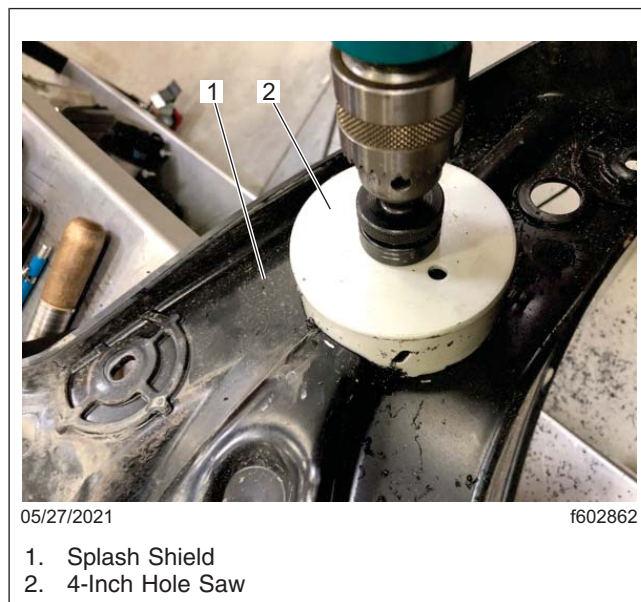


Fig. 3, Drilling a 4-Inch Hole in the Splash Shield



Fig. 4, 4" Hole Drilled in RH Side Hood-Mounted Splash Shield

6.3 Using a round file, or any other appropriate tool, deburr the edges of the drilled holes.

6.4 Go to step 8

7. To enlarge existing 2-inch holes on both the hood mounted splash shields to 4 inches, follow the steps below.

7.1 Locate the existing 2-inch hole.

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- 7.2 Using the 1-inch side of a machinist's square, or any other suitable measuring tool or method, mark a perimeter of the 4 inches concentric to the existing hole. See [Fig. 5](#).



Fig. 5, Marking a 4-Inch Perimeter Concentric to the Existing 2-Inch Hole

- 7.3 Align a 4-inch hole saw to the marked perimeter. With the drill tool set to rotate counterclockwise, carefully drill the hole.
- 7.4 Using a round file, or other appropriate tool, deburr the perimeter of the drilled holes.

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8. Remove the covers from the headlamp cavities at both sides. See [Fig. 6](#). Leave them suspending on the harness.



Fig. 6, Headlamp Cavity Covers

NOTICE

Only handle a halogen bulb by its connector. Oil from your fingers can damage the bulb.

9. Without unplugging the harness, remove the bulbs and set them aside.
10. Inspect the headlamp housing grommet.
- If rubber grommets are present, replace them with foam grommets. Go to next step.
 - If foam grommets are present, go to step 12.
11. Replace the rubber grommets on both the headlamp assemblies with foam grommets as follows.
- 11.1 Remove the rubber grommets and discard them. See [Fig. 7](#) and [Fig. 8](#).

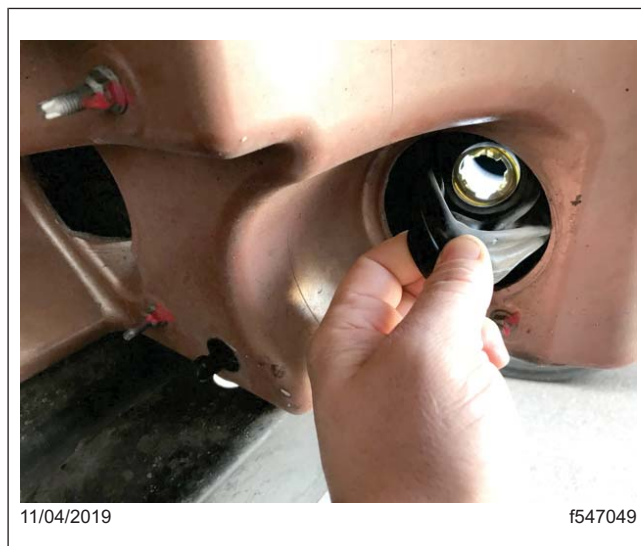


Fig. 7, Removing the Rubber Grommet



Fig. 8, Rubber Grommet Removed

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- 11.2 Insert the foam grommets into the headlamp housing. Push and place all the edges inside the housing, and ensure the foam does not interfere with the bulb mounting interface. See [Fig. 9](#) and [Fig. 10](#).

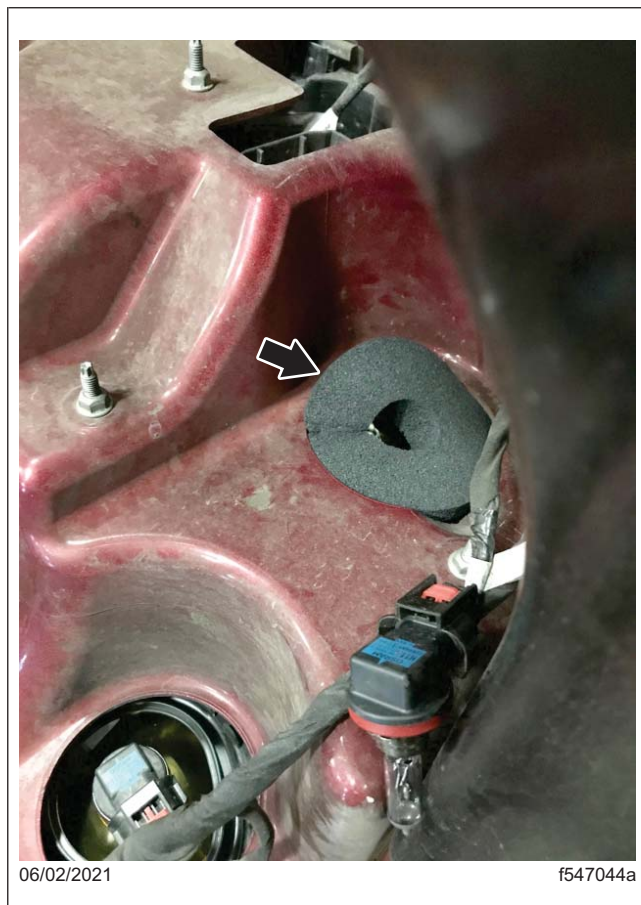


Fig. 9, Installing a Foam Grommet

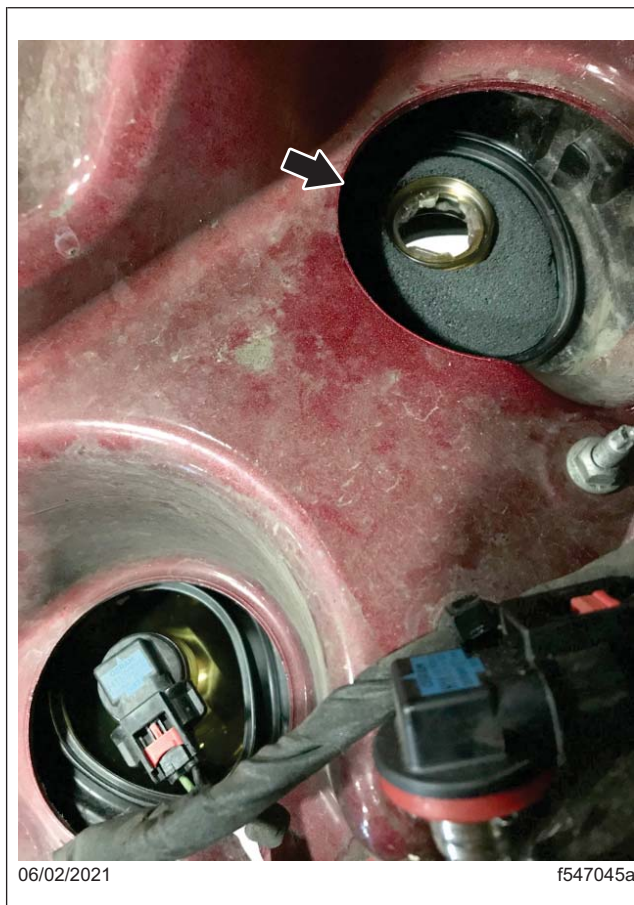


Fig. 10, Foam Grommet Installed

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12. Reinstall the four headlamp bulbs. See [Fig. 11](#).
13. Reinstall the four lamp cavity covers onto the hood. See [Fig. 12](#).

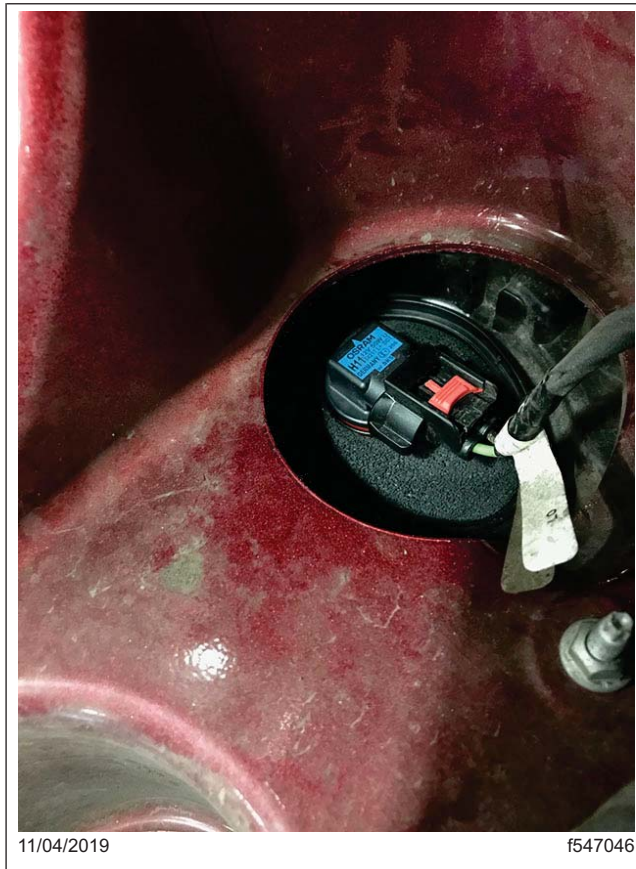


Fig. 11, Headlamp Bulb Installed with a Foam Grommet



Fig. 12, Lamp Cavity Covers Properly Installed

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14. Check for warning labels as shown in [Fig. 13](#).

- If warning labels are already present, go to step 16.
- If warning labels are not present, go to next step.

15. Clean two spots and install the warning labels (part number 24-02029-000) on each side of the hood as shown in [Fig. 13](#).



Fig. 13, Warning Label and Location (LH Side Shown, RH Side Similar)

16. Reinstall the hood mounted splash shields at both sides. For instructions, refer to **Group 88** of the *New Cascadia Workshop Manual*.

17. Close the hood.

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18. Verify all four headlight bulbs are fully seated by looking through the headlamp lens from the front of the vehicle. See [Fig 14](#). If not properly installed, remove and install them properly.

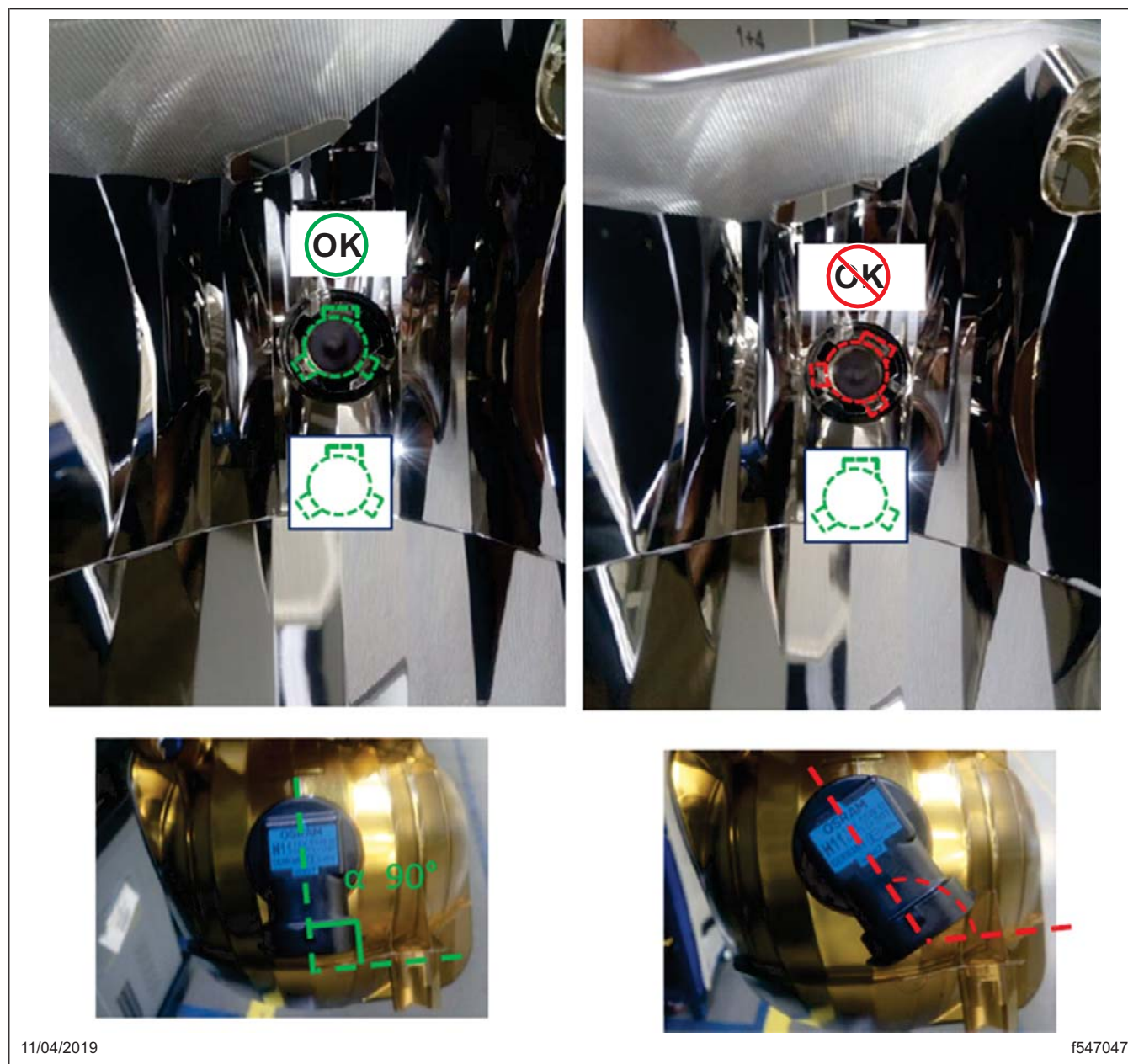


Fig. 14, Correctly (LH) and Incorrectly (RH) Seated Headlamp Bulbs

19. Clean a spot on the base label (Form WAR259), write recall number FL887 on a blank red completion sticker (Form WAR260), and attach it to the base label.