

August 2022  
FL937A  
NHTSA #22V-394  
Transport Canada #2022-288

## Subject: Freightliner Steering Assembly U-Joint Pinch Bolts

**Models Affected: Specific model year 2023 Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured February 1, 2022, through May 13, 2022.**

### General Information

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

On certain vehicles, the U-joint pinch bolts on the steering assembly may have been installed incorrectly. This could lead the steering wheel to detach from the front axle wheels, resulting in a possible loss of vehicle control and increased risk of a crash.

An authorized DTNA dealer will inspect the steering assembly installation and make any needed repairs.

**NOTE: DTNA strongly advises drivers to inspect the steering assembly prior to the next trip to ensure proper installation.** A customer inspection is included in the Notice to Owners to help determine if the vehicle is safe to drive to the dealership or if it needs to be towed. Tow charges for vehicles that DO NOT pass the customer inspection can be included in the recall claim for reimbursement.

There are approximately 4,041 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.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL937, 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 FL937

Campaign Number	Kit Number	Part Description	Part Number	Qty.
FL937A	N/A	BOLT-PINCH,STEERING,M10-1.25,GEOMET XL,D	14-18771-000	0-3 ea
		NUT-HEX,PREVAILING TORQUE,M10,GEOMET XL,	14-18772-000	0-3 ea
		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
FL937A	Inspect pinch bolts.	0.3	996-R155A	06-Inspect
	Inspection; replace pinch bolt(s).	0.4	996-R155B	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

**NOTE: DTNA strongly advises drivers to inspect the steering assembly prior to the next trip to ensure proper installation.** A customer inspection is included in the Notice to Owners to help determine if the vehicle is safe to drive to the dealership or if it needs to be towed. Tow charges for vehicles that DO NOT pass the customer inspection can be included in the recall claim for reimbursement.

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 (**FL937-A**).
- In the Primary Failed Part Number field, enter **25-FL937-000**.
- In the Parts field, enter the appropriate kit and/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.

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**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](http://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.

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: Freightliner Steering Assembly U-Joint Pinch Bolts

**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 Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific model year 2023 Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured February 1, 2022, through May 13, 2022.

On certain vehicles, the U-joint pinch bolts on the steering assembly may have been installed incorrectly. This could lead the steering wheel to detach from the front axle wheels, resulting in a possible loss of vehicle control and increased risk of a crash.

An authorized DTNA dealer will inspect the steering assembly installation and make any needed repairs.

**DTNA strongly advises drivers to inspect the steering assembly prior to the next trip to ensure proper installation.** Please follow the Customer Inspection instructions on the following pages. If the vehicle passes the customer inspection, the vehicle can be driven. Contact an authorized DTNA dealer to arrange to have the recall performed. **If the vehicle does NOT pass the customer inspection, DO NOT drive the vehicle.** Have it immediately towed to the nearest DTNA dealership for repair. You may contact a DTNA dealership or local tow company to help arrange for a tow, free of charge, if the vehicle does NOT pass the customer inspection.

To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us/>. Scroll down to "Locate a Dealer," and select the appropriate brand. 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>. The Recall will take approximately one hour and will be performed at no charge to you.

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 in the postage-paid envelope 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@daimlertruck.com](mailto:dtna.warranty.campaigns@daimlertruck.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.nhtsa.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 Truck 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 Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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## Copy of Notice to Owners

### Customer Inspection Instructions

#### Freightliner Steering Assembly U-Joint Pinch Bolts

Follow the steps below to check the steering assembly U-joint pinch bolt installations. If any are not installed correctly, **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership.

If the vehicle passes the customer inspection, the vehicle may be driven to the nearest DTNA dealer for the formal inspection and to complete the recall.

### 1. Steering Column U-Joint Pinch Bolt Inspection

#### **WARNING**

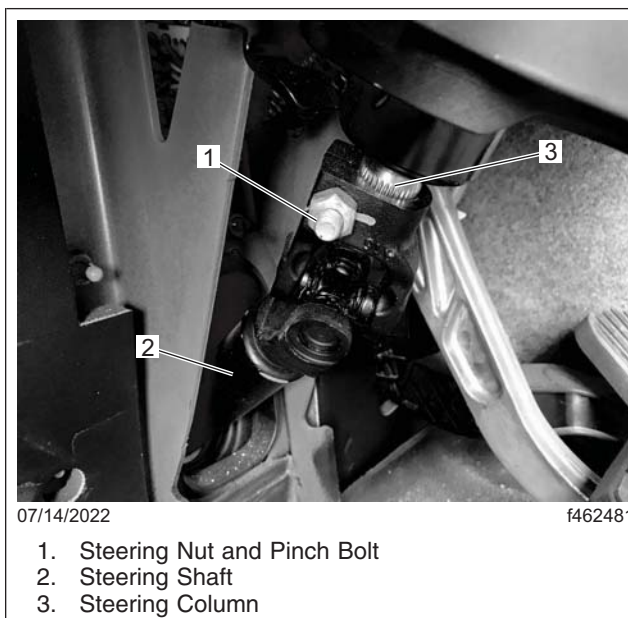
**Do not drive the vehicle if there are no bolt threads exposed beyond the nut, or there are no splines exposed on both sides of the bolted connection. Driving the vehicle without a fully secured steering assembly could result in disengagement of the steering column and a loss of steering control, which could result in personal injury and property damage.**

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the rear tires.
2. Locate the steering shaft inside the cab, as shown in [Fig. 1](#).
3. Check the connections between the steering column and steering shaft, and the nut to pinch bolt connection, as shown in [Fig. 1](#). Remove the steering column cover to see the bolt.
4. Inspect the nut to pinch bolt connection. There must be bolt threads exposed beyond the nut as shown in [Fig. 1](#).

Are the bolt threads visible?

**YES** → Go to the next step.

**NO** → **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.



**Fig. 1, Steering Pinch Bolt Location**

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## Customer Inspection Instructions

5. Inspect the exposed splines of the steering shaft connection as shown in [Fig. 2](#). It may be necessary to turn the steering wheel to gain adequate visibility of the splines.

If the steering shaft splines are not visible on both sides of the bolted connection, **DO NOT** drive the vehicle. Have it immediately towed to the nearest Freightliner dealership for repair.

If the steering shaft splines are exposed on both sides of the bolted connection, go to the next inspection.



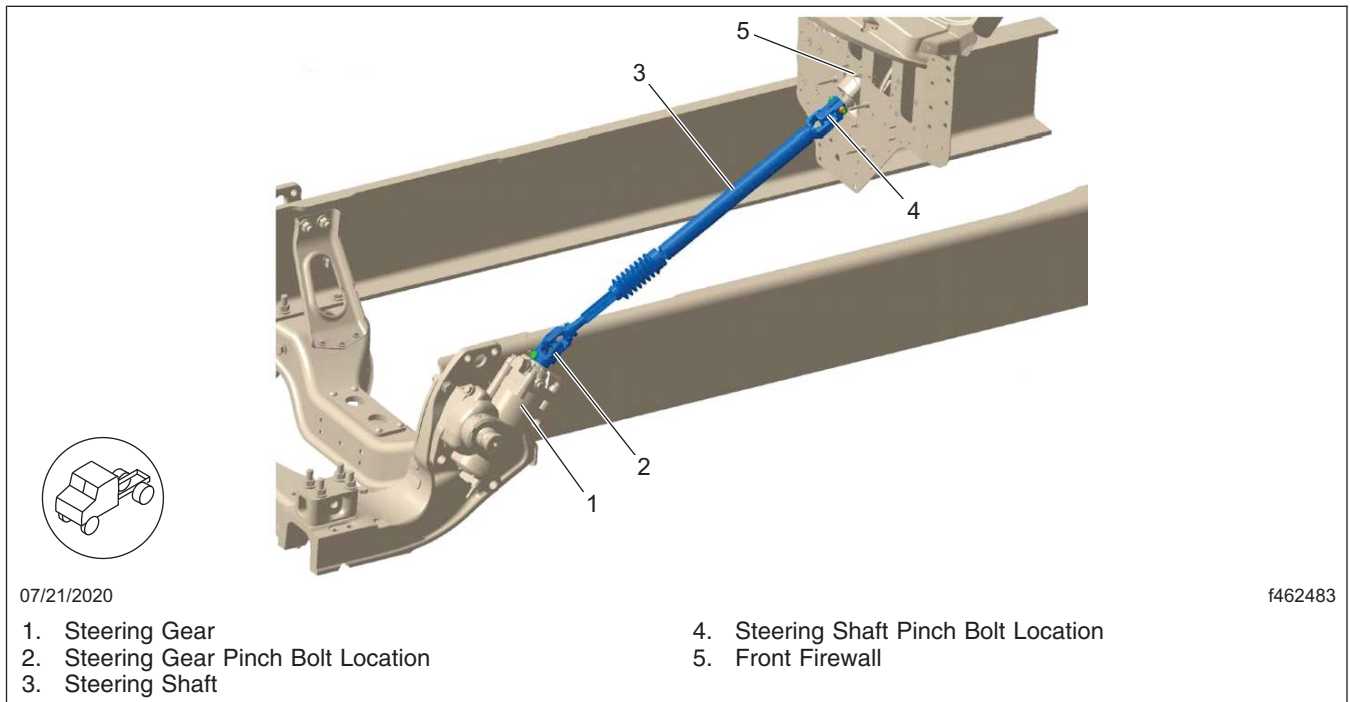
Fig. 2, Steering Shaft Splines

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## Customer Inspection Instructions

### 2. Steering Shaft U-Joint Pinch Bolt Inspection (Front of Firewall)

1. Open the hood.
2. Locate the universal joint of the steering shaft at the front of the firewall. See [Fig. 3](#) and [Fig. 4](#).
3. Check the connections between the steering column and the steering shaft at the front of the firewall, and the nut to pinch bolt connection. See [Fig. 4](#).



**Fig. 3, Steering Assembly**

4. Inspect the nut to pinch bolt connection. There must be bolt threads exposed beyond the nut as shown in [Fig. 1](#).

Are the bolt threads visible?

**YES** → Go to the next step.

**NO** → **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.

5. Inspect the exposed splines of the steering shaft connection as shown in [Fig. 2](#). It may be necessary to turn the steering wheel to gain adequate visibility of the splines.

If the steering shaft splines are not visible on both sides of the bolted connection, **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.

If the steering shaft splines are exposed on both sides of the bolted connection, go to the next inspection.



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## Customer Inspection Instructions

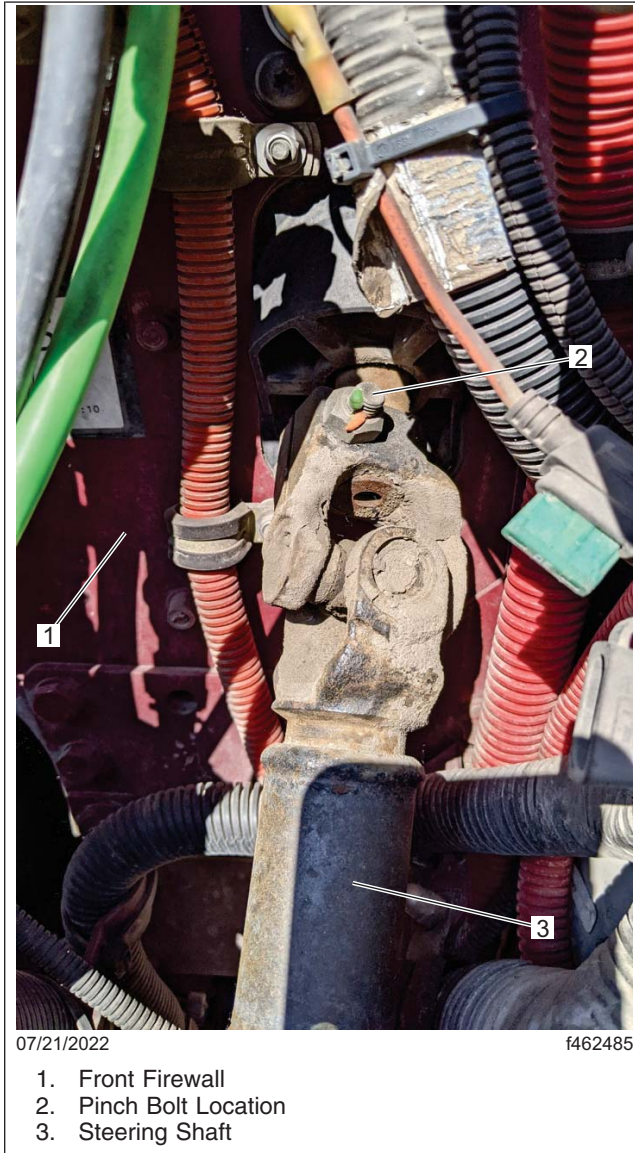


Fig. 4, Pinch Bolt and Front Firewall Location

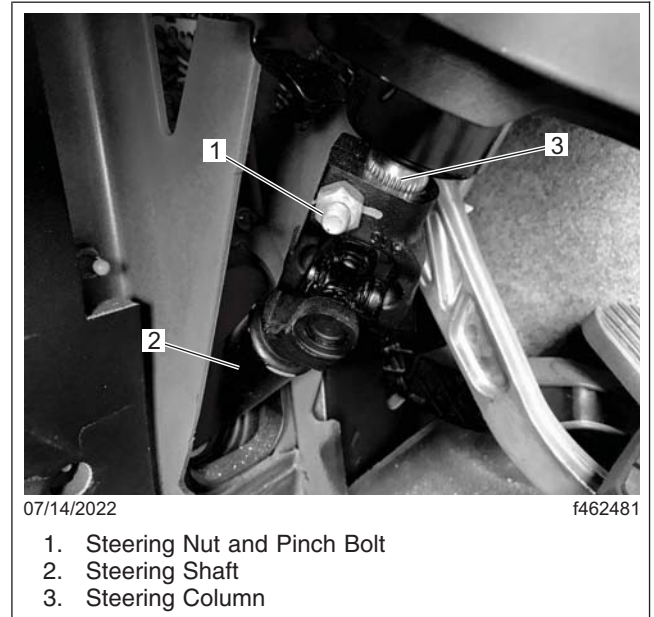


Fig. 1, Steering Pinch Bolt Location



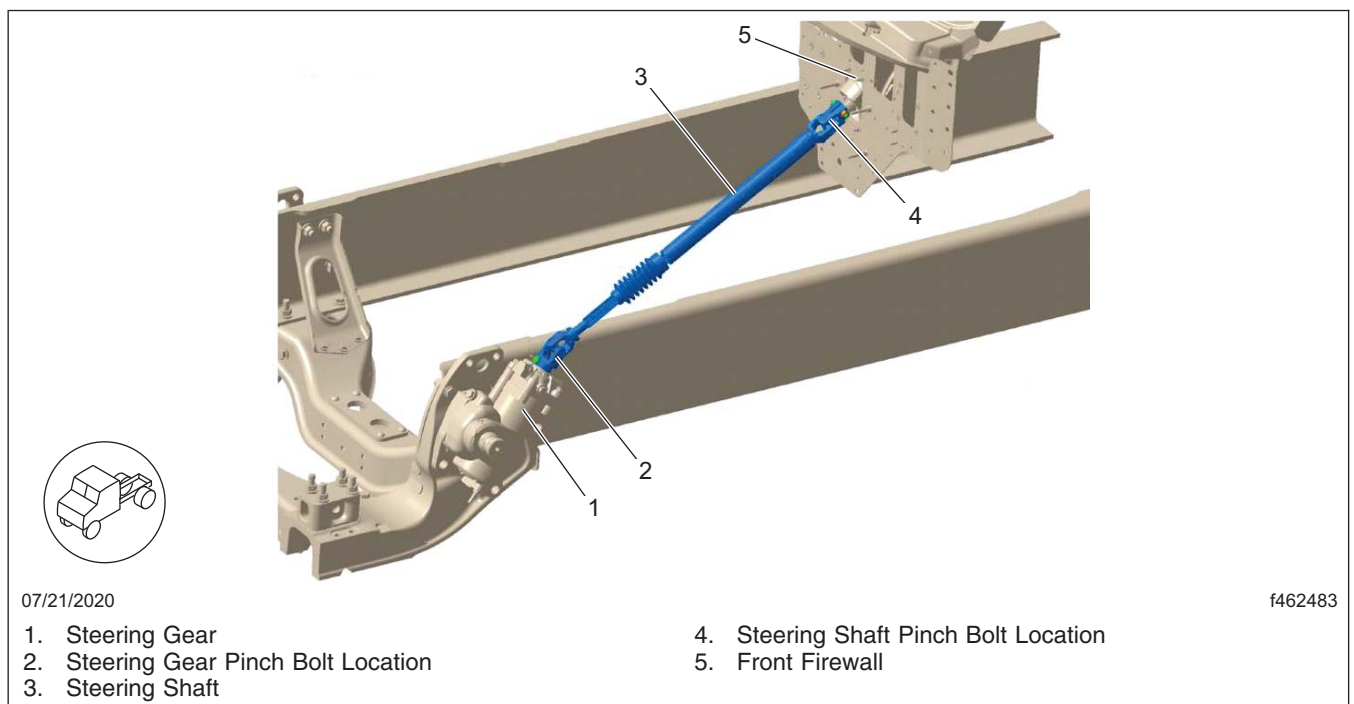
Fig. 2, Steering Shaft Splines

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## Customer Inspection Instructions

### 3. Steering Gear U-Joint Pinch Bolt Inspection

1. Locate the universal joint at the steering gear. See [Fig. 3](#) and [Fig. 5](#).
2. Check the connections between the steering shaft and the steering gear, and the nut to pinch bolt connection. See [Fig. 5](#).



**Fig. 3, Steering Assembly**

3. Inspect the nut to pinch bolt connection. There must be bolt threads exposed beyond the nut as shown in [Fig. 1](#).  
Are the bolt threads visible?  
**YES** → Go to the next step.  
**NO** → **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.
4. Inspect the exposed splines of the steering shaft connection as shown in [Fig. 2](#). It may be necessary to turn the steering wheel to gain adequate visibility of the splines.  
If the steering shaft splines are not visible on both sides of the bolted connection, **DO NOT** drive the vehicle. Have it immediately towed to the nearest DTNA dealership for repair.  
If the steering shaft splines are exposed on both sides of the bolted connection, the vehicle may be driven to the nearest DTNA dealer for the formal inspection and to complete the recall.

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## Customer Inspection Instructions



Fig. 5, Pinch Bolt and Steering Gear Location



Fig. 1, Steering Pinch Bolt Location



Fig. 2, Steering Shaft Splines

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## Work Instructions

### Subject: Freightliner Steering Assembly U-Joint Pinch Bolts

**Models Affected:** Specific model year 2023 Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured February 1, 2022, through May 13, 2022.

**NOTE: DTNA strongly advises drivers to inspect the steering assembly prior to the next trip to ensure proper installation.** A customer inspection is included in the Notice to Owners to help determine if the vehicle is safe to drive to the dealership or if it needs to be towed. Tow charges for vehicles that DO NOT pass the customer inspection can be included in the recall claim for reimbursement.

### Steering Column U-Joint Pinch Bolt Inspection and Repair

1. Check the base label (Form WAR259) for a completion sticker for FL937 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger door about 12 inches (30 cm) below the door latch. 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.
3. Locate the steering shaft inside the cab.
4. Remove the steering column cover.
5. Inspect the splines on the bolted steering shaft connection shown in [Fig. 6](#).

Are the splines exposed on both sides?

**YES** → Go to step 7.

**NO** → Go to the next step.



Fig. 6, Steering Shaft Splines

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6. Position the steering shaft to align the hole with the groove in the shaft, and install a new fastener.
7. Using a torque wrench, tighten the fastener 33 lbf·ft (45 N·m).
8. Apply torque seal on the fastener.
9. Proceed to the next inspection below.

## Steering Shaft U-Joint Pinch Bolt Inspection and Repair (Front of Firewall)

1. Open the hood.
2. Locate the universal joint of the steering shaft at the front of the firewall. See [Fig. 7](#) and [Fig. 8](#).

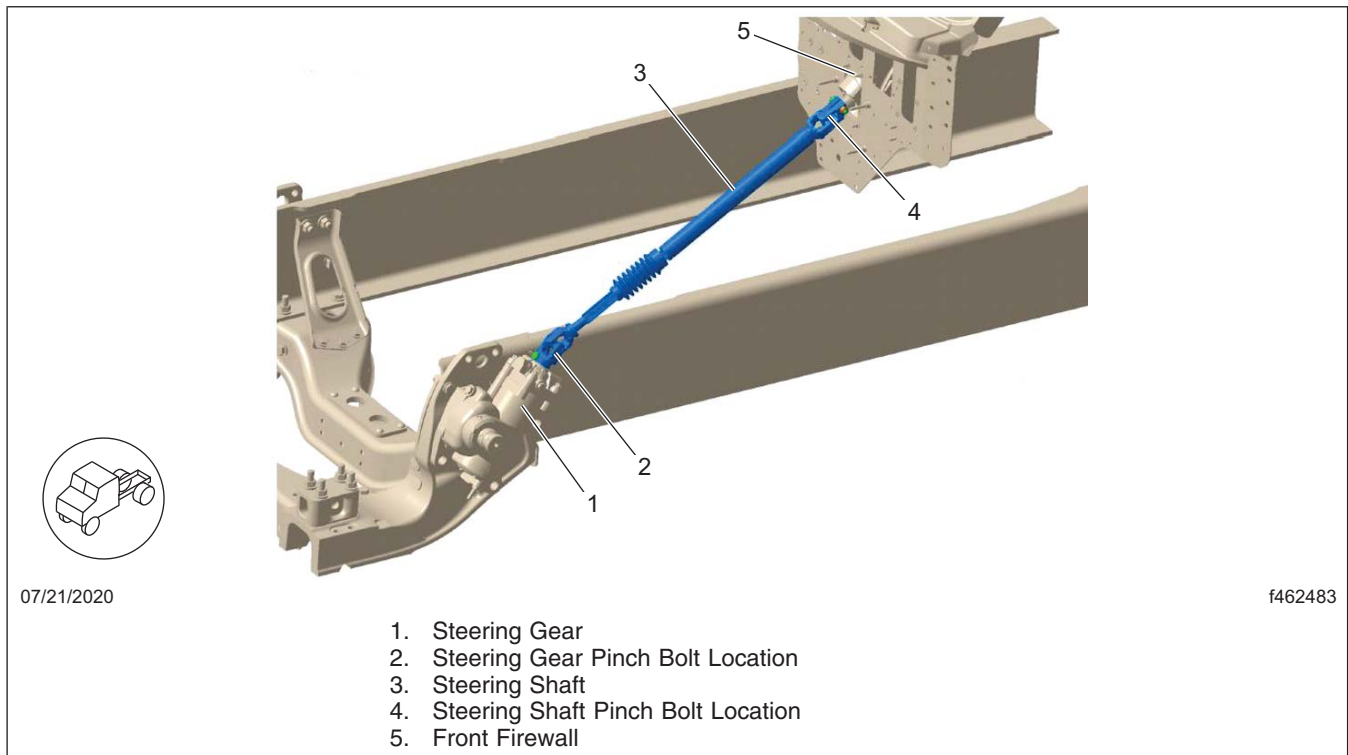
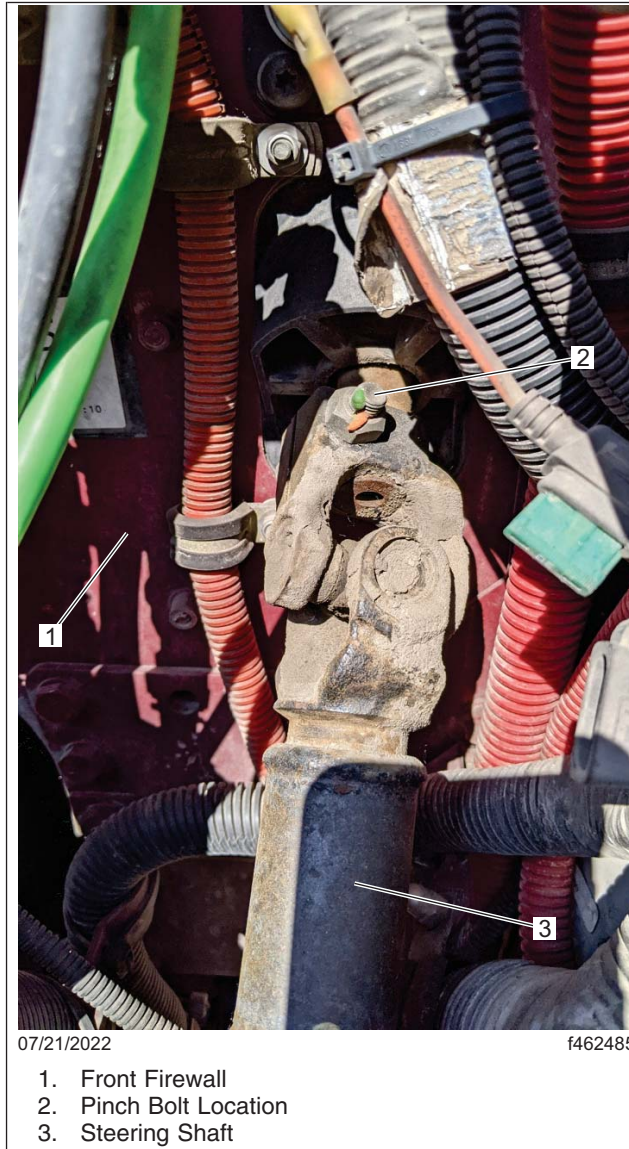


Fig. 7, Steering Assembly

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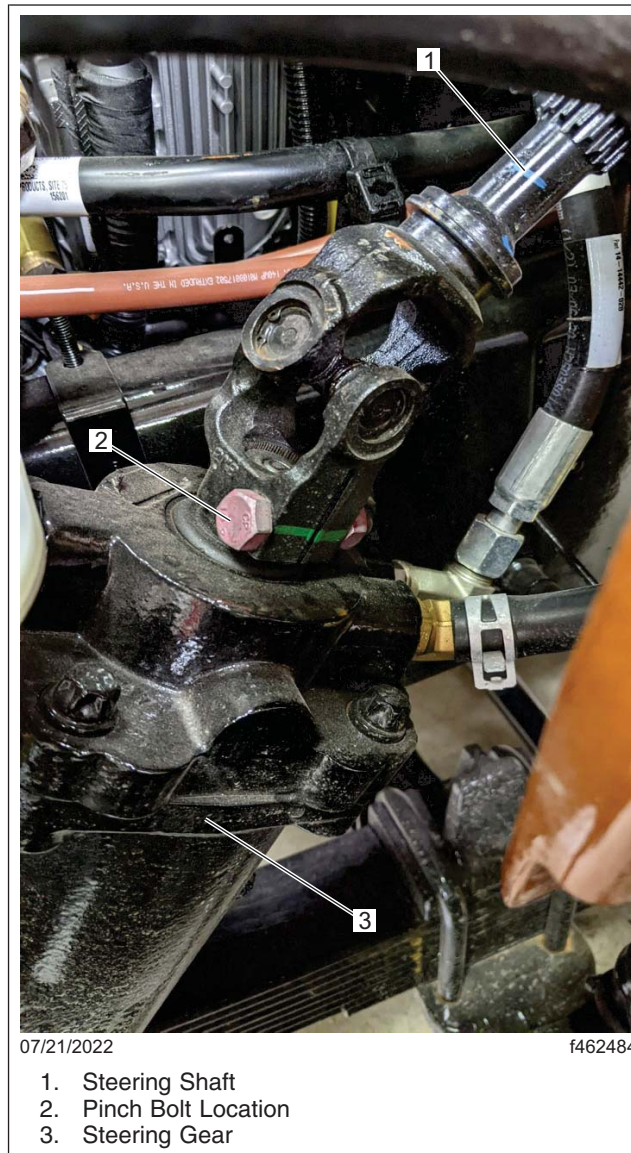
**Fig. 8, Pinch Bolt and Front Firewall Location**

3. Inspect the splines on the bolted steering shaft connection shown in [Fig. 6](#) on page 12.  
Are the splines exposed on both sides?  
**YES** → Go to step 5.  
**NO** → Go to the next step.
4. Position the steering shaft to align the hole with the groove in the shaft, and install a new fastener.
5. Using a torque wrench, tighten the fastener 33 lbf·ft (45 N·m).
6. Apply torque seal on the fastener.
7. Proceed to the next inspection.

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## Steering Gear U-Joint Pinch Bolt Inspection and Repair

1. Locate the universal joint at the steering gear. See [Fig. 7](#) and [Fig. 9](#).



**Fig. 9, Pinch Bolt and Steering Gear Location**

2. Inspect the splines on the bolted steering shaft connection shown in [Fig. 6](#) on page 12.  
Are the splines exposed on both sides?  
**YES** → Go to step 4.  
**NO** → Go to the next step.
3. Position the steering shaft to align the hole with the groove in the shaft, and install a new fastener.

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4. Using a torque wrench, tighten the fastener 33 lbf·ft (45 N·m).
5. Apply torque seal on the fastener.
6. Clean a spot on the base label (Form WAR259). Write the campaign number, FL937, on a blank red completion sticker (Form WAR260) to indicate the work has been completed, and attach it to the base label.