Customer Advisory Letter

3/8/2019 CAL 26-001

Subject: Missing Transmission Cooler Line Bracket and Clamp

Models Affected: Business Class M2 vehicles built between August 1, 2018 and August 30, 2018

Our records indicate that you are the owner of certain vehicles, and DTNA has decided to share the following documentation with you.

Please see the attached communication in this email. We hope you find this information helpful.

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Work Instructions

Subject: Missing Transmission Cooler Line Bracket and Clamp

Models Affected: Business Class M2 vehicles built between August 1, 2018 and August 30, 2018

Work Instructions

Some Business Class M2 vehicles built between August 1, 2018 and August 30, 2018 do not have a bracket and P-clamp installed for the transmission cooler lines. See **Fig. 1** and **Fig. 2**. The bracket and clamp prevent the transmission cooler line from rubbing on the frame rail. If the line is rubbing on the frame rail, it could lead to transmission fluid leaking at the rubbed spot, and could result in transmission failure.

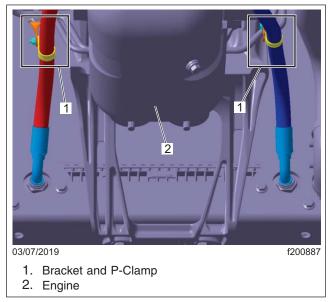


Fig. 1, Transmission Cooler Lines

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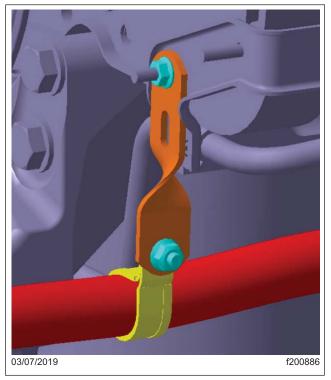


Fig. 2, Cooler Line Bracket and P-Clamp

If necessary, provide a copy of this letter to a service staff member at a local authorized Freightliner repair facility and have vehicles from the applicable build dates inspected for the missing bracket and clamp, and for progressive damage to the transmission cooler line. The transmission fluid should be checked if the transmission cooler line is found to be leaking. If the transmission fluid is low, but normal in appearance and smell, the transmission fluid should be topped off. If the transmission fluid is dark or smells burnt, the fluid should be drained and inspected for large metallic debris. If there is no debris in the transmission fluid, the transmission should be topped off with the new fluid. The transmission will have to be replaced if there is large metallic debris. The dealer should refer to the transmission manufacturer's literature for inspection procedures for the transmission and fluid.

If the bracket and clamp is missing on any Business Class M2 vehicle, the parts should be ordered critical by the dealer. The part number for the bracket is 23-13516-001 (BRKT-STDF,.344X.344X4.0,TWIST). The part number for the P-clamp is 23-09528-060 (CLAMP-SUPPORT,1.062 ID). The dealer will advise you when the parts have been received, so you can make arrangements to have the parts installed. The repairs should be covered under the vehicle base warranty.

Please, contact Quentin Trevino at quentin.trevino@daimler.com or 313-598-1591 with any questions or concerns.