

F1011 AB

Creation Date: July 2025

Revised Date: July 2025

Subject: GHG Label Emissions Recall

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner Custom Chassis Corporation	EconicSD	2023	2025	April 26, 2022	July 8, 2024
	MBC Chassis	2022	2022	January 12, 2022	January 12, 2022
	MT45 Chassis	2022	2025	May 5, 2022	July 8, 2024
	MT55 Chassis	2022	2025	April 29, 2025	June 19, 2024
	S2C Cab & Chassis	2022	2025	January 11, 2022	July 8, 2024
	B2 106 School Bus Chassis	2025	2025	June 21, 2024	June 21, 2024
Thomas Built Bus	SAF-T-LINER C2	2023	2025	January 11, 2022	July 8, 2024

General Information

On behalf of the entities listed below, Daimler Truck North America LLC (DTNA) has decided that a non-compliance that relates to emissions exists on the Vehicles mentioned above.

- Freightliner Custom Chassis Corporation
- Thomas Built Bus

PROBLEM: DTNA has determined that certain MY 2022-2025 vehicles will require replacement of the GHG emission control label due to a misprint which may cause incorrect identification of the engine, resulting in customer dissatisfaction and noncompliance with the Clean Air Act.

SOLUTION: The GHG emissions control label will be removed and replaced.

There are approximately 22,515 vehicles involved.

Revision: SRT 101-5061A has been replaced with SRT 996-F244A.

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.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

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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 labels are now available and can be obtained by using the following instructions.

1. Go to the DTNA Portal. Select the 'Open Menu' icon at the top left of the screen to open the sidebar. See [Fig. 1](#).

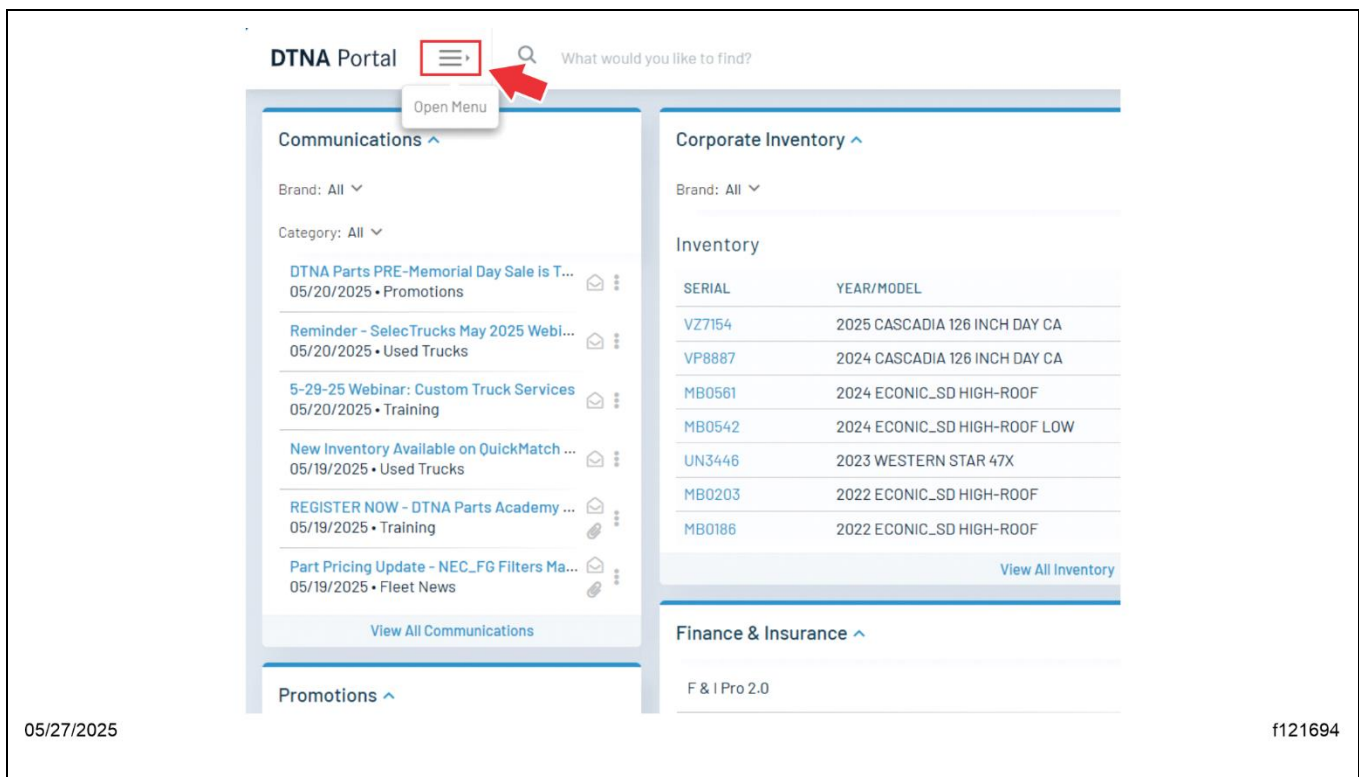


Fig. 1, Opening the DTNA Portal Menu

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2. Select 'Service' from the sidebar menu. See [Fig. 2](#).

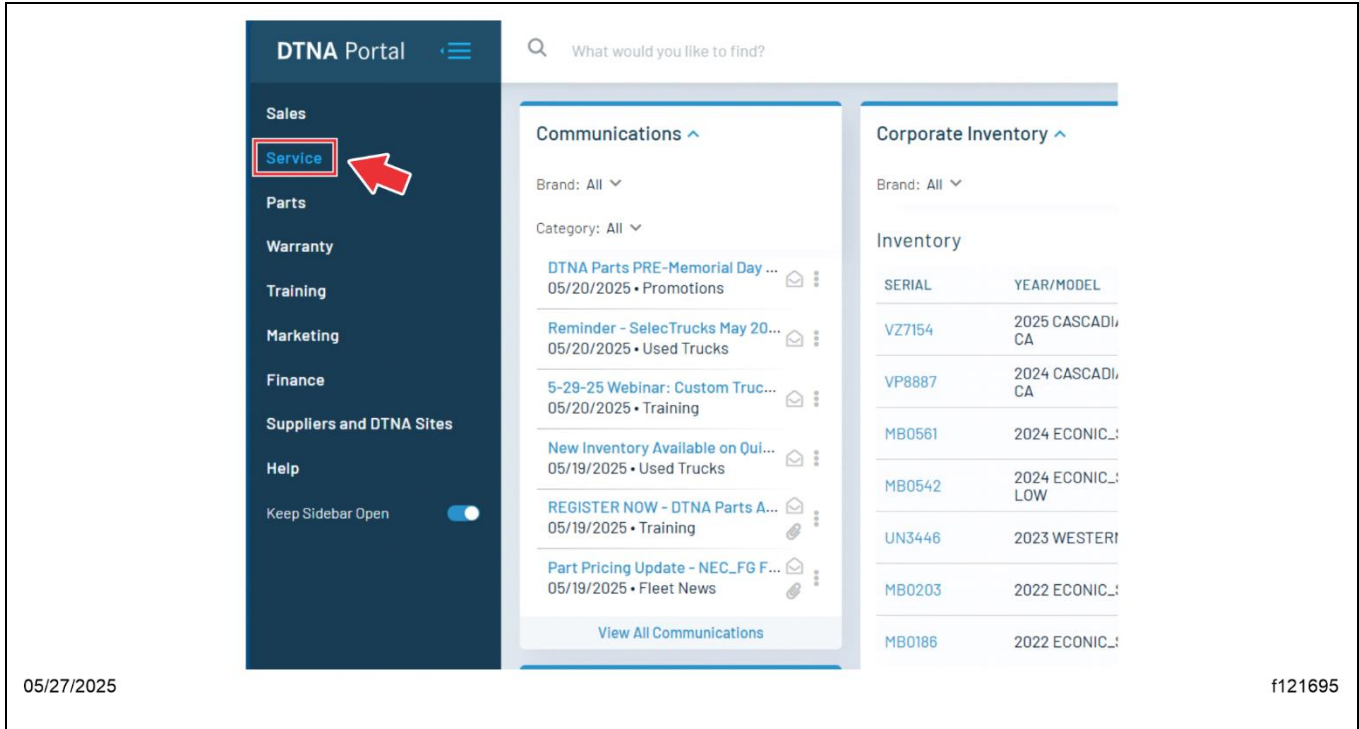


Fig. 2, Selecting Service in the Sidebar Menu

3. Within the 'Chassis Service Information' panel, select the option 'Vehicle Emission Control Information (VECI) for Recall Campaigns F1011/F1015.' This redirects to an external website. See [Fig. 3](#).

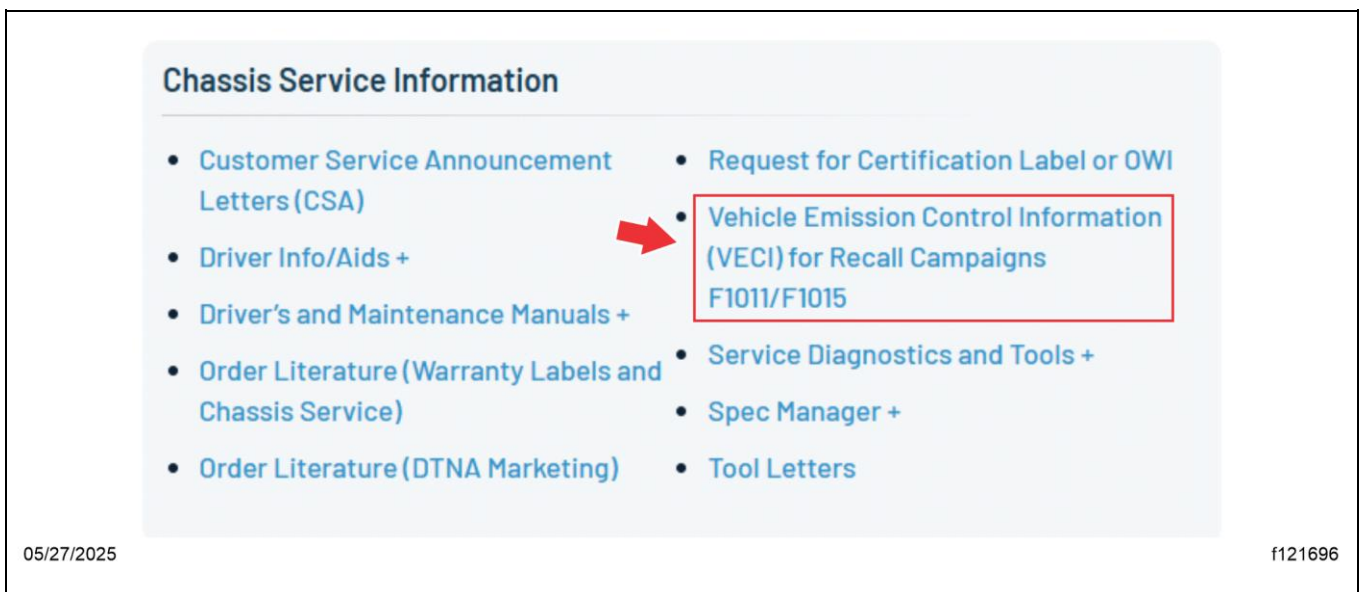


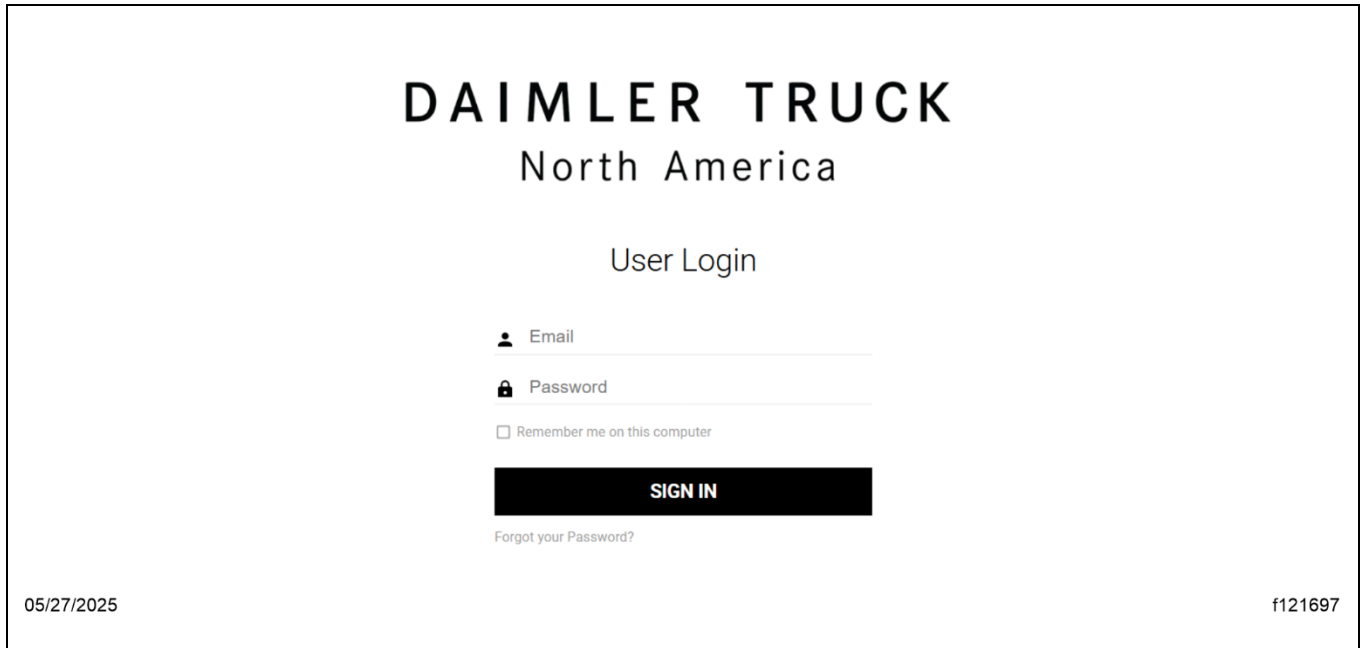
Fig. 3, Chassis Service Information Panel

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4. Enter the 4-digit alphanumeric dealer code, using all capital letters, for the corresponding dealer location in both the 'Email' and 'Password' fields, then select 'SIGN IN.' See [Fig. 4](#).



The screenshot shows a user login page for Daimler Truck North America. The page features the company name and logo at the top, followed by the title 'User Login'. Below this, there are two input fields: 'Email' with a person icon and 'Password' with a lock icon. A checkbox labeled 'Remember me on this computer' is positioned below the password field. A prominent black 'SIGN IN' button is centered below the form. A link for 'Forgot your Password?' is located at the bottom of the form area. The page includes a date '05/27/2025' in the bottom left corner and the identifier 'f121697' in the bottom right corner.

Fig. 4, Sign In Page

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5. Once signed in, the main ordering hub is seen. See [Fig. 5](#).
6. If searching for a specific Vehicle Identification Number (VIN):
 - 6.1. Enter the VIN in the search bar at the top-left of the screen. See [Fig. 5](#).
 - 6.2. Enter '1' in the field on the left-hand side of the 'ADD TO CART' box, then select 'ADD TO CART.' See [Fig. 5](#).
 - 6.3. Repeat substeps 6.1 and 6.2 for additional VINs.

05/27/2025

f121698

A. Enter the VIN in the search bar.

B. Enter '1' in the field and select 'ADD TO CART.'

C. Select '25ORMOREVINNUM' if ordering for more than 25 VINs.

Fig. 5, Main Ordering Hub

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7. If ordering for 25 or more VINs:
 - 7.1. Select '25ORMOREVINNUM.' A pop-up window appears. See [Fig. 5](#).
 - 7.2. Select 'Choose File' to upload an Excel sheet, then select 'Upload.' See [Fig. 6](#).
 - 7.3. Enter '1' in the field on the bottom-left of the window, then select 'ADD TO CART.' See [Fig. 6](#).

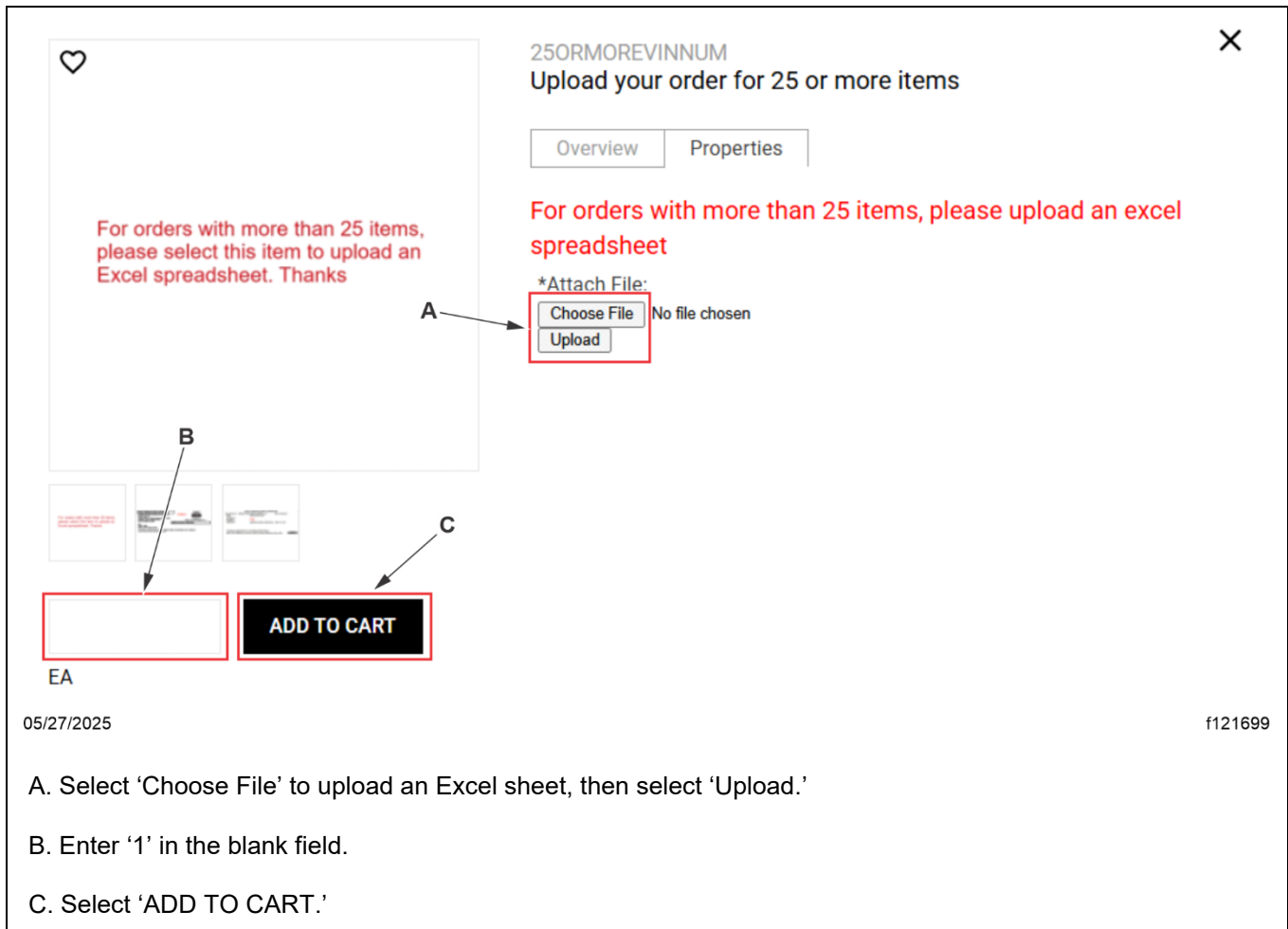


Fig. 6, Ordering for 25 or More VINs

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8. Select the cart button at the top-right of the page. See [Fig. 7](#).

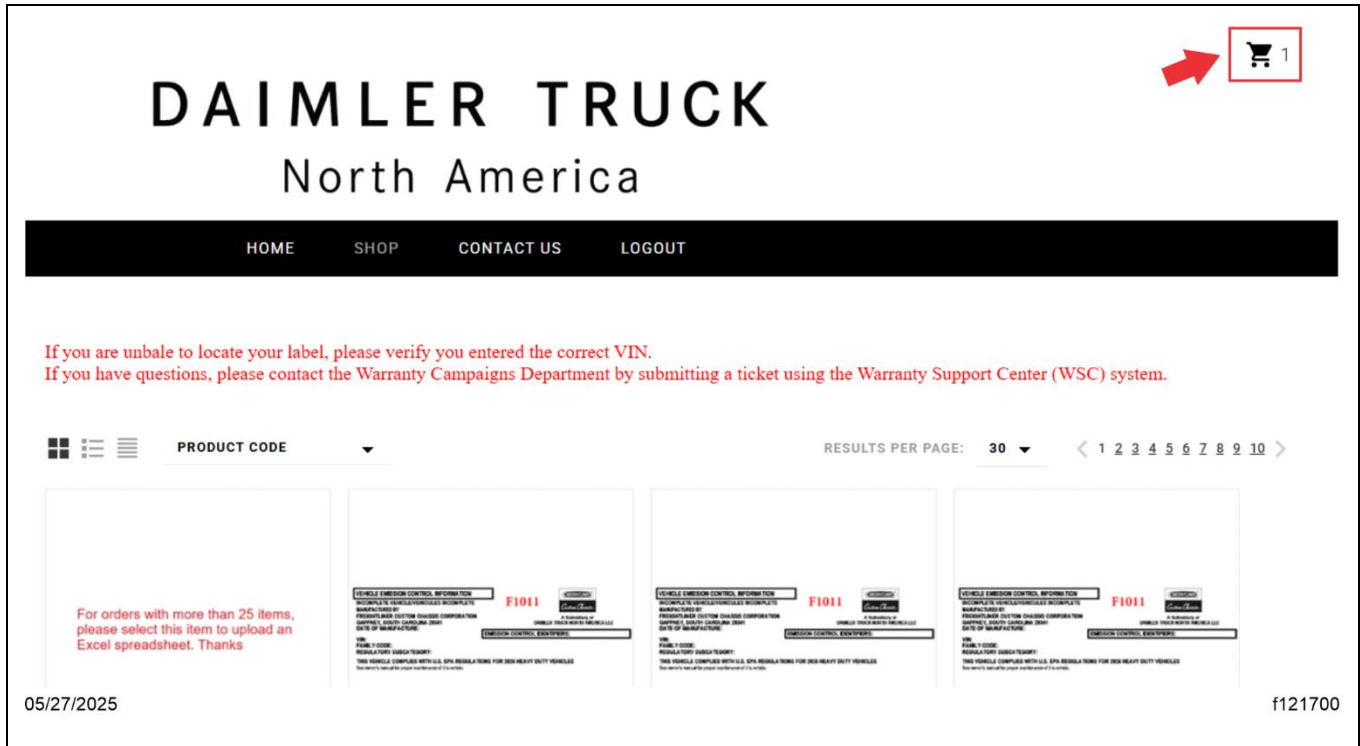


Fig. 7, Go to Cart Button

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9. Confirm the list of VINs, then select 'CONTINUE TO SHIPPING.' See [Fig. 8](#).

DAIMLER TRUCK
North America

HOME SHOP CONTACT US LOGOUT

Cart Summary

CONTINUE TO SHIPPING

ITEM CODE / NAME	UOM	QUANTITY
 F1011-268498-CC W1HKASL16PV268498	EA	1.000

REMOVE ALL

05/27/2025 f121701

A. Confirm the list of VINs. B. Select 'CONTINUE TO SHIPPING.'

Fig. 8, Cart Summary

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10. On the 'Shipping' screen, the address for the corresponding 4-digit alphanumeric dealer code used to log in is shown. See [Fig. 9](#).
 - 10.1. If a different shipping address, such as a central location for the dealer family, needs to be entered, select the black pencil icon to the right-hand side of the dealer code. See [Fig. 9](#).
 - 10.2. A pop-up window appears. Search for an address or select 'CUSTOM LOCATION' to manually enter the shipping address. See [Fig. 10](#).
 - 10.3. If the shipping address is correct, select 'CONTINUE TO CHECKOUT.' See [Fig. 9](#).

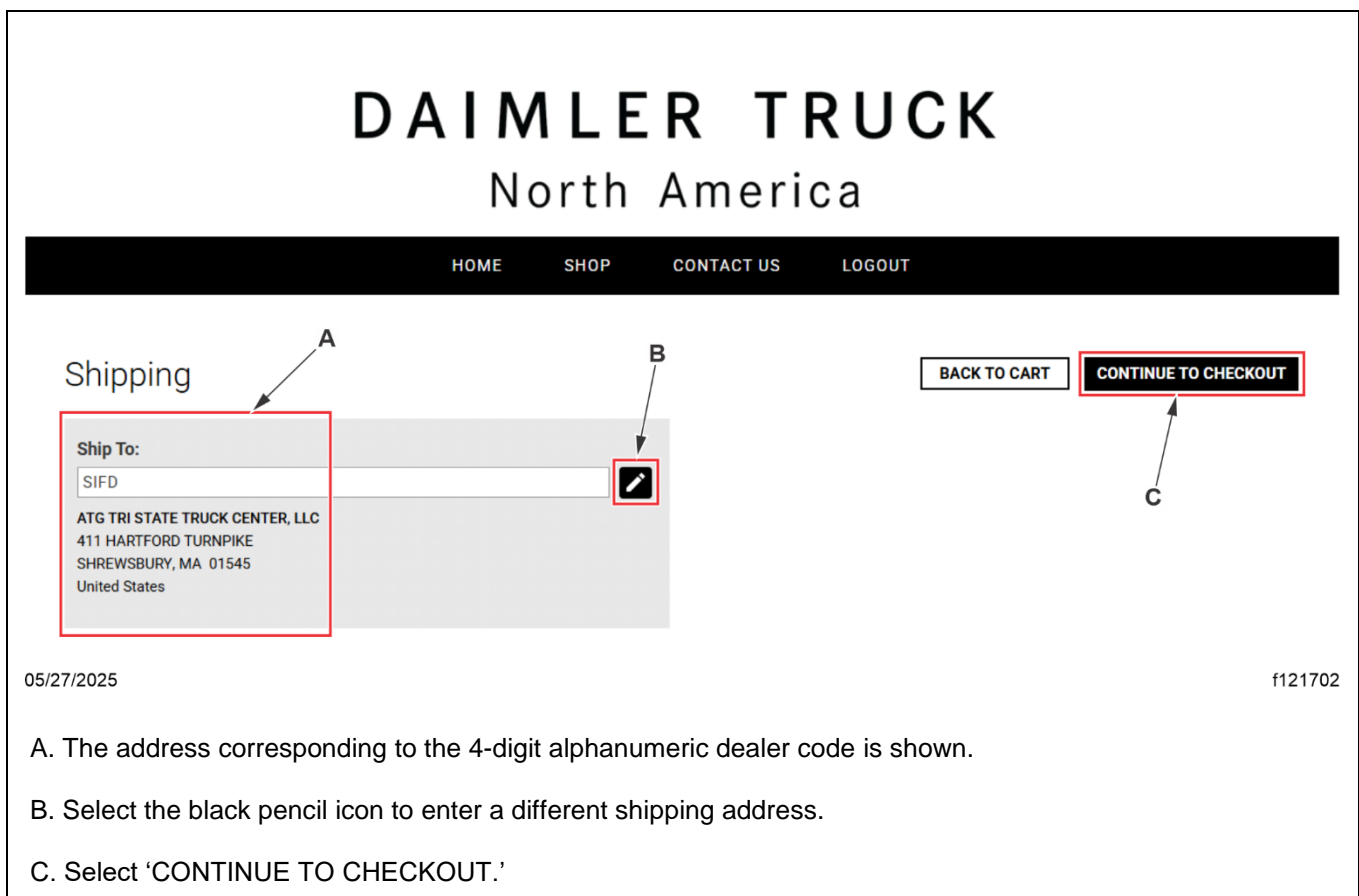


Fig. 9, Shipping Screen

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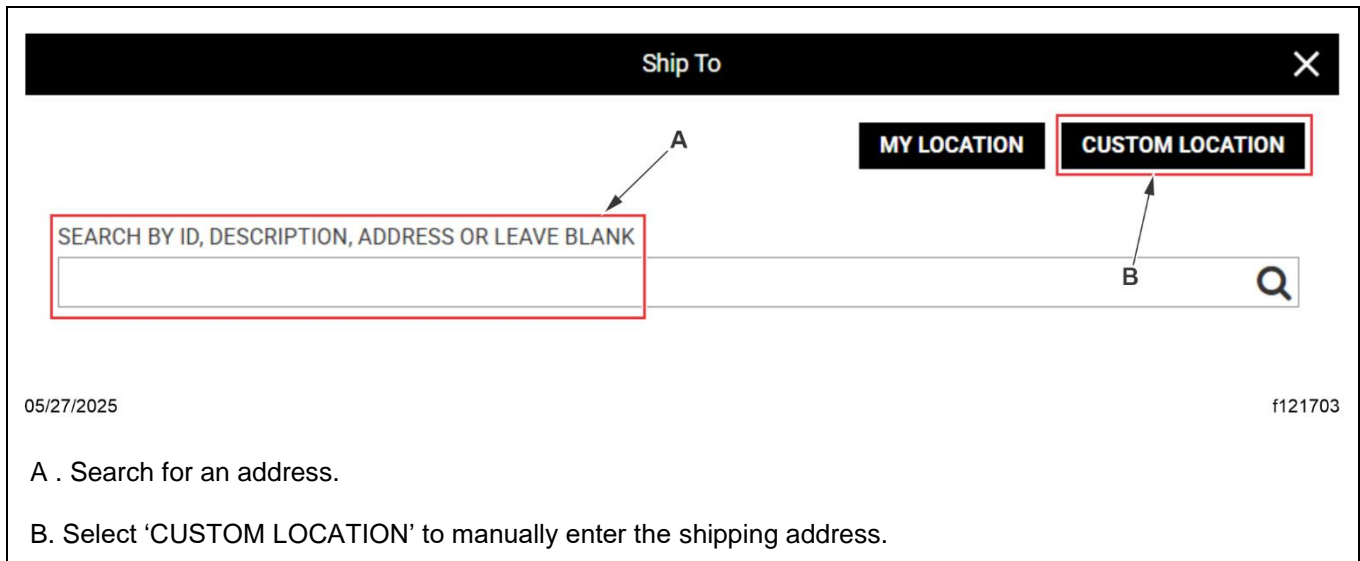


Fig. 10, Entering a Different Shipping Address

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11. On the 'Checkout' screen, 'UPS 3 Day Select' is selected as the default shipping. See [Fig. 11](#).
 - 11.1. Enter the email address for the ordering and shipping information to be sent.
 - 11.2. Enter additional comments in the 'ORDER REMARKS' field, if necessary.
 - 11.3. Select the checkbox at the bottom of the screen to confirm the VINs are correct.
 - 11.4. Select 'SUBMIT ORDER.'

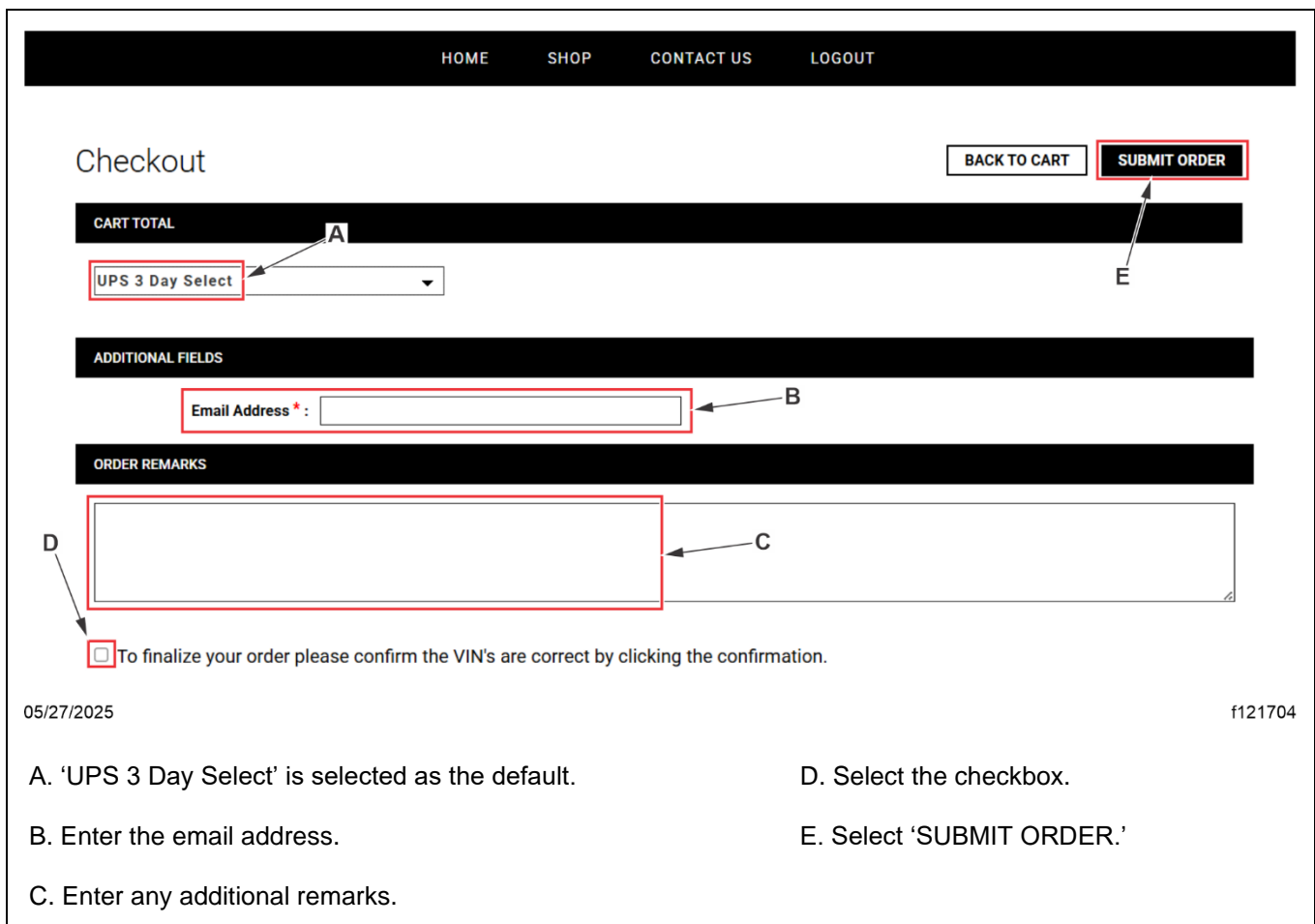


Fig. 11, Checkout Screen

12. For any questions, submit a WSC (Warranty Support Center) inquiry. WSC can be found in OWL or on the DTNA Portal.

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If our records show your dealership has ordered any vehicle(s) involved in campaign number F1011, a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering labels for this recall.

IMPORTANT - After Repair is Complete*:

Attach a red completion sticker (WAR260) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

* TBB is exempt from the completion sticker process

Table #2 – Replacement Parts for F1011

Group	Part Type	Part Description	Part Number	Qty
A & B	Other	VECI Label	24-02006-000	1 ea
	Standard	Blank completion sticker	WAR260	1 ea

Table 2 – Replacement Parts for F1011AB

Removed Parts

- For U.S. and Canadian Dealers, use the part disposition in OWL to determine how to manage removed parts (return, scrap, etc.). Dispositions are available at the date of the repair.
- For Export Dealers, destroy removed parts unless otherwise advised.

Claim Reimbursement - Labor Allowance

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.

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.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP component code, replacement parts, cause, corrective action and SRT code in OWL.

Table 3 - Claim Reimbursement Table

Claim Type	Recall Campaign
Campaign	F1011 AB
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-F1011-000

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Table 4 – Labor Allowance for F1011

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
F1011 AB	Remove and replace GHG label	0.3	996-F244A	12-Repair

Table 4 – Labor Allowance

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (F1011-A or F1011-B).
- In the Primary Failed Part field, enter 25-F1011-000.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative will auto-populate if applicable using 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 OWL 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.
 - The Dealer is required to 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 DTNAPortal.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: GHG Label Emissions Recall

Customers: For Notice to Canadian Customers: This notice was sent to you in accordance with the requirements of Canadian Environmental Protection Act (CEPA), 1999. Vehicles registered in Canada will require DEF header replacement.

For Notice to U.S. Customers: If you reside in the State of California, a Proof of Correction form will be provided to you by the service facility upon completion of the repair. Please retain it as it may be requested by the Department of Motor Vehicles (DMV) in order to register your vehicle. Please understand that the California DMV will reject vehicle registration renewals if this emission related recall has not been completed.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Freightliner Custom Chassis Corporation (FCCC) and Thomas Built Buses (TBB), is initiating emissions recall F1011 on certain Model Year 2022-2025 FCCC and TBB vehicles powered by Cummins B6.7 and Detroit DD5 engines, manufactured from January 11, 2022, through July 8, 2024.

See below for additional detail on vehicle applicability:

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner Custom Chassis Corporation	EconicSD	2023	2025	April 26, 2022	July 8, 2024
	MBC Chassis	2022	2022	January 12, 2022	January 12, 2022
	MT45 Chassis	2022	2025	May 5, 2022	July 8, 2024
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	S2C Cab & Chassis	2022	2025	January 11, 2022	July 8, 2024
	B2 106 School Bus Chassis	2025	2025	June 21, 2024	June 21, 2024
Thomas Built Bus	SAF-T-LINER C2	2023	2025	January 11, 2022	July 8, 2024

DTNA has determined that certain MY 2022-2025 vehicles will require replacement of the GHG emission control label due to a misprint which may cause incorrect identification of the engine, resulting in customer dissatisfaction and noncompliance with the Clean Air Act.

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A Daimler Truck North America authorized service facility will remove and replace the GHG label. The Recall will take approximately one-half hour and will be **performed free of charge**.

Please contact an authorized Daimler Truck 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 <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 the following 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 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. **For Notice to US Customers:** If you have paid to have this recall service 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 Campaign, 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-War-Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357.

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 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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Work Instructions

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F1011 – Replacement of the Greenhouse Gas (GHG) Label

NOTICE

Ensure to handle the new GHG label with care. Any defacing—intentional or unintentional—will render the label non-compliant and require a new label.

IMPORTANT: Prior to starting work, contact American Diversity to have the new GHG label overnighted to the dealership location.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for F1011 (Form WAR260). The base label is usually located on the front wall under the dash. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

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3. Locate the GHG label.

- C2/S2C applications → The label is located on the radiator fan shroud. See [Fig. 1](#).
- MT45/MT55 Chassis → The label is installed on the fan shroud, located using the measurements shown in [Fig. 2](#).
- MBC/Front Engine Motor Homes → The label is located on the driver station. See [Fig. 3](#).
- Econic SD → The label is located on the inside of the cab on the driver's side. See [Fig. 4](#).

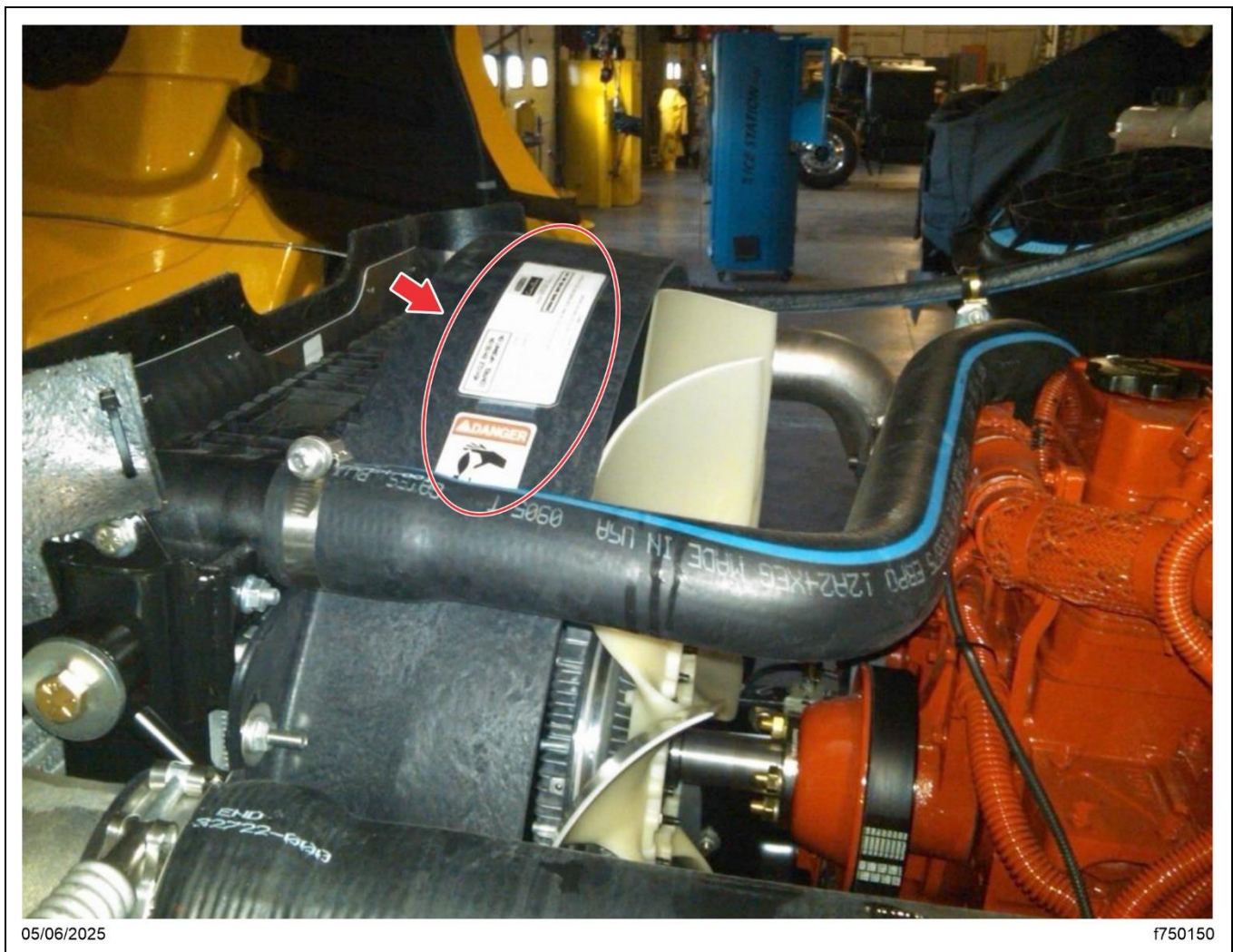


Fig. 1, GHG Label, C2/S2C

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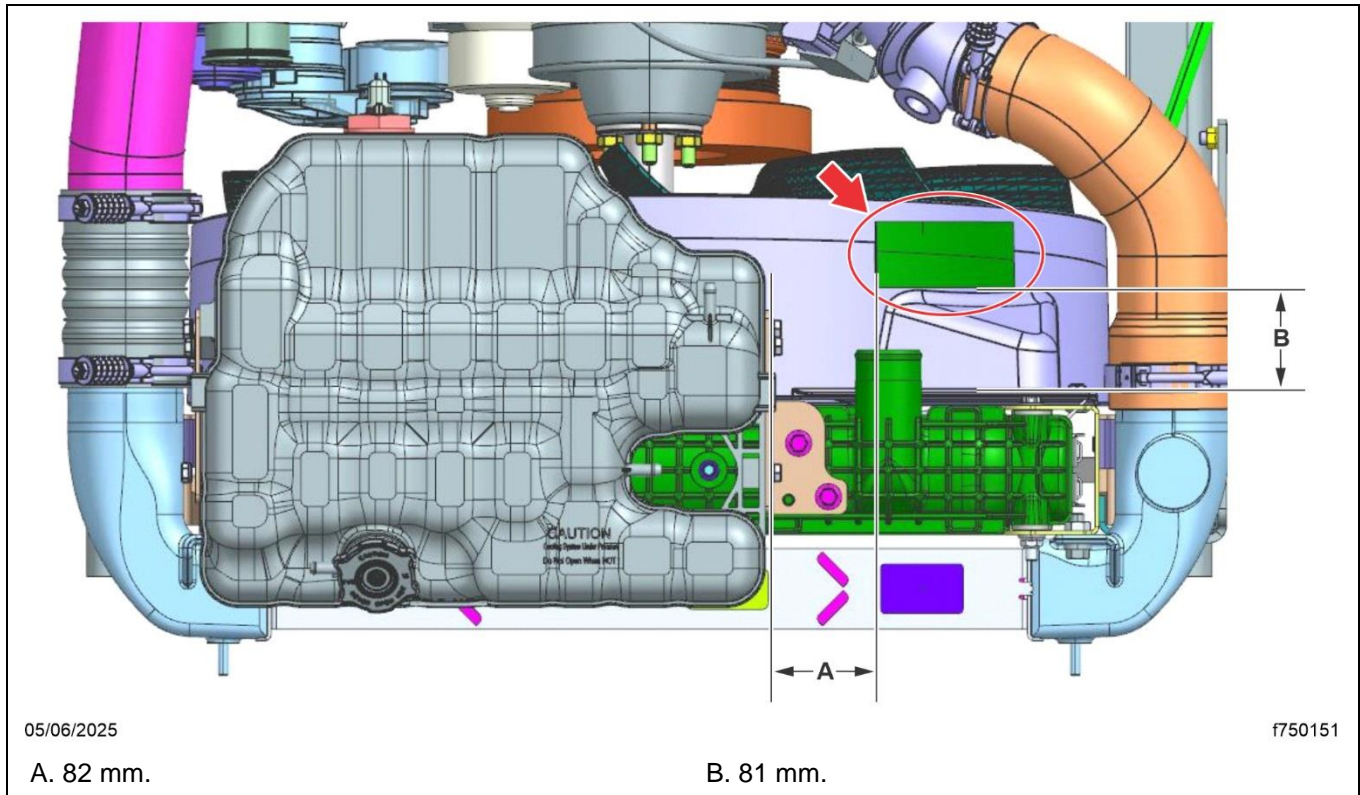


Fig. 2, GHG Label, MT45/MT55 Chassis

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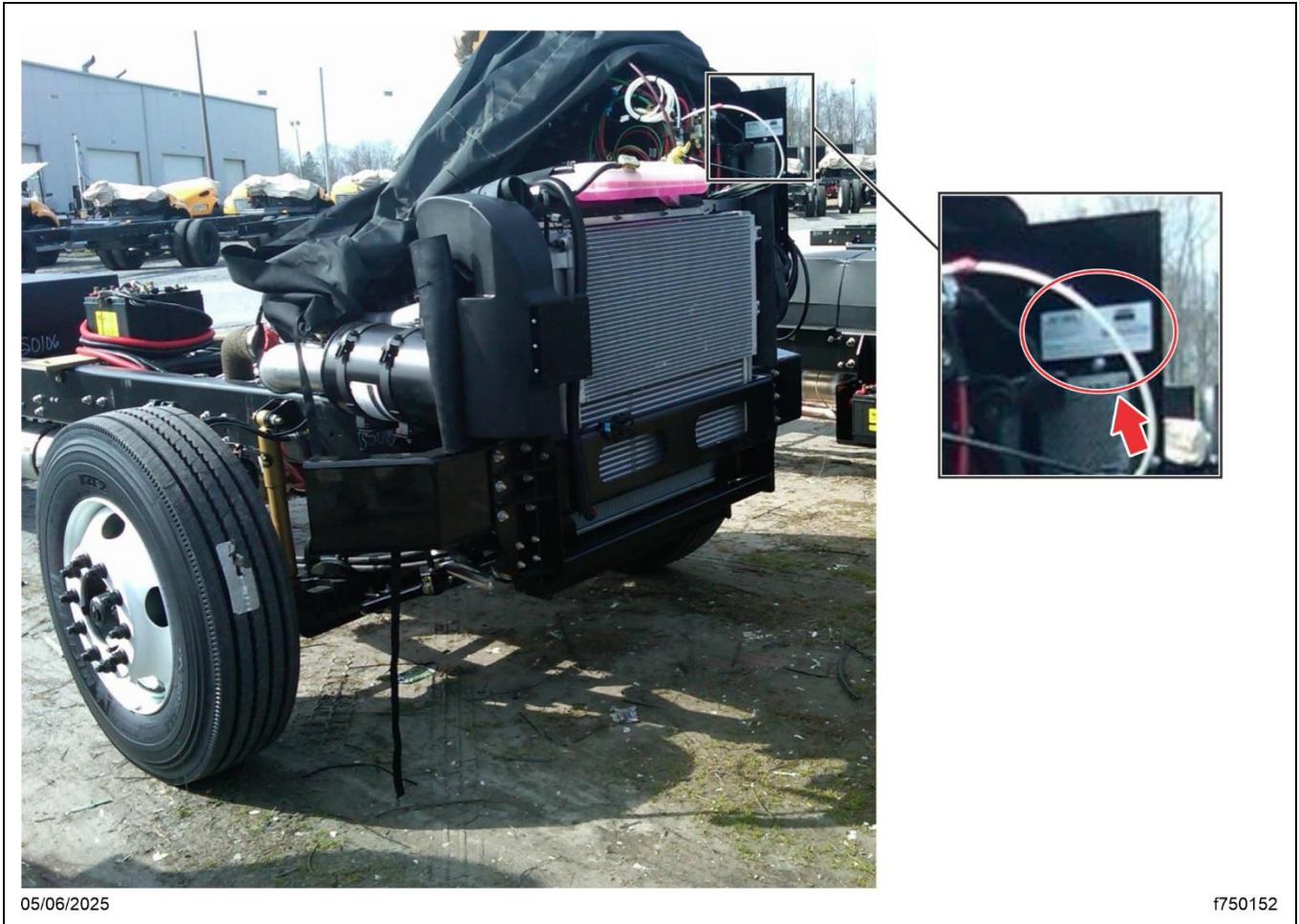


Fig. 3, GHG Label, MBC/Front Engine Motor Homes

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Fig. 4, GHG Label, Econic SD

4. Remove the existing GHG label making sure not to leave any adhesive residue. Retain the removed label for the next steps.
5. If required, clean the surface with isopropyl alcohol to remove any excess adhesive. Be careful not to cause any damage to the painted surfaces.

IMPORTANT: The Certified Emission Label Check Sheet (CELCS) is required for claim to be accepted.

6. Print a copy of the CELCS, fill in all the required information, and attach the removed label to the CELCS. Attach a copy of the CELCS to the campaign claim.
7. Apply the new sticker in the same location where the old sticker was located.
8. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for F1011 (Form WAR260), indicating this work has been completed.