



Terex Utilities	
PRODUCT ADVISORY	PA733

DATE: 7/31/25

REVISED:

TO: Owners, Users, Dealers, and Installers

MODELS AFFECTED: 2021 – 2022 Model Year Freightliner trucks

SUBJECT: Daimler Truck/Freightliner Truck Recall FL969 – Wiper Arms

Issue:

Terex is sending this bulletin as a service to customers with involved Freightliner trucks. Terex has been notified by Daimler Truck/Freightliner that certain 2021 – 2022 model year Freightliner chassis have wiper arms that may wear and break. This bulletin applies to aerial devices or digger derricks that may be installed on these chassis. Failure to have the Daimler Truck North America/ Freightliner FL969 recall performed may cause the wipers to fail, reducing the driver's visibility and increasing the risk of crash.

Action:

If you have Freightliner vehicles make sure they are registered with Daimler Truck/Freightliner so they have record of ownership/possession and can contact you for recalls. If you have a registered Daimler Truck/Freightliner involved vehicle you should receive a recall notice from Daimler Truck/Freightliner. Contact your local Daimler Truck/Freightliner dealership to schedule an inspection and repair. Freightliner will provide the inspection and required repairs for identified vehicles at no cost to the Owner as indicated in the included copy of the Daimler Truck/Freightliner recall FL969. It contains instructions to get the trucks repaired. Contact your local Daimler Truck/Freightliner dealer with any questions concerning this program as shown on the FL969 bulletin. To register your vehicle with Daimler Truck/Freightliner, contact your local servicing dealer or email your chassis VIN information to them at warrantydep@daimlertruck.com.

If you do not own or possess the vehicle indicated, follow the instructions in FL969 to update the Daimler Truck/Freightliner records to aid in tracking the vehicle.

Terex and local industry standards (CSA and ANSI) require the purchaser of a Terex unit report to Terex the model and serial number of each machine sold, as well as the name, address, and telephone number of the new owner, within 60 days of the sale. Use the Owner Update Form in the manual to update the owner status of any of your machines. Terex also asks the seller to provide the new owner information so if you require additional copies of the Owner Update Form or have any questions, please contact TEREX Utilities Warranty Department at 1-844-837-3948 or utilities.warranty@terex.com.

To register your Terex Utilities aerial device or digger derrick, click or navigate to the following link: <https://www.terex.com/utilities/en/support/product-registration>

English / **French**

May 2023

FL969 A-C

NHTSA #23V-237

Subject: Windshield Wiper Arms

IMPORTANT SAFETY RECALL

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, and wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC) has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2022 Freightliner 108SD, 114SD and Business Class M2 vehicles; and FCCC Shuttle, Business Class M2, and S2RV chassis.

See below for additional detail on vehicle applicability:

Make	Model	Model Year Start	Model Year End	Production Start Date	Production End Date
Freightliner	108SD	2021	2022	February 3, 2020	September 1, 2021
Freightliner	114SD	2021	2022	February 3, 2020	September 1, 2021
Freightliner	Business Class M2	2020	2022	February 3, 2020	September 1, 2021
FCCC	Shuttle Chassis	2020	2022	February 1, 2020	August 12, 2021
FCCC	Business Class M2	2020	2022	February 10, 2020	August 24, 2021
FCCC	S2RV Chassis	2020	2022	February 3, 2020	September 1, 2021

On the affected vehicles, the spline teeth in the windshield wiper arms may wear and break. This can cause the wipers to fail, reducing the driver's visibility, and increasing the risk of crash.

A Daimler Truck North America authorized service facility will inspect the date code on the windshield wiper arms and replace the wiper arms as needed. 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/>

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-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 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 <https://www.nhtsa.gov/campaign/safercargov>

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

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 <https://www.nhtsa.gov/campaign/safercargov>.

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.

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.