



A DaimlerChrysler Company

Freightliner LLC
P.O. Box 4080
Portland, OR 97209-4080
800.547.0712 Phone
503.745.8008 Fax

May 2004
FL422A-C
NHTSA # 04V-120

Subject: TRW Drag Link Clamp Hex Nut

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicles Safety Act.

Freightliner LLC, on behalf of its wholly owned subsidiary, Western Star Trucks Incorporated, has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900EX, 4900FA, and 4900SA vehicles manufactured from November 15, 2003, through January 12, 2004.

Specific TRW drag link assemblies contain a clamp with a 5/8-11 grade B prevailing torque hex nut that requires a higher than specification first-on torque. An unacceptably low clamp load could compromise the integrity of the drag link to the point where the ball socket could separate from the drag link causing a loss of steering control, resulting in a possible vehicle crash without prior warning.

The affected hex nut(s) will be replaced.

Repair kits are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer.

When you contact your dealer, refer to campaign number **FL422A-C**. Once kit(s) are received at the dealership, the modification will take approximately half an hour and will be performed at no charge to you.

As stated in the terms of your express limited warranty, Freightliner LLC will not pay for any damage caused by failure to properly maintain your vehicle. Freightliner LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

IMPORTANT: When the recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL422A-C**.

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, please make sure this notification is immediately forwarded to the lessee.

If you are not able to have the defect remedied without charge and within a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:30 a.m. to 4:30 p.m. Pacific Time Monday through Friday, e-mail address WarrantyCampaigns@freightliner.com, or the Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP, after normal business hours. You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 7th Street S.W., Washington, D.C. 20590, or phone (888) 327-4236. If your vehicle is involved in the Canadian portion, you may wish to notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario, or phone (613) 993-9651.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Freightliner LLC is a Member
of the Daimler-Benz Group