

Subject: TRW Drag Link Clamp Hex Nut

Models Affected: Specific Western Star 4900EX, 4900FA, and 4900SA vehicles manufactured between November 15, 2003, and January 12, 2004.

General Information

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 the vehicles mentioned above.

There are approximately 250 vehicles involved in this campaign.

Specific TRW drag link assemblies contain a clamp with a 5/8-11 grade B prevailing torque hex nut that require 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 drag link clamp hex nut(s) will be replaced.

Additional Repair

Dealers must complete all outstanding field service campaigns prior to the sale or delivery of a vehicle. Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners will be liable for any progressive damage that results from its 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.

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 kits are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

The replacement kit 25-FL422-000 is a TRW hex nut kit and includes two hex nuts. All of the hex nuts may not be needed for the repair.

Please order the following quantity of kits per vehicle:

- Vehicles in FL422A require one kit. There are 223 vehicles in this group.
- Vehicles in FL422B require two kits. There are 12 vehicles in this group.
- Vehicles in FL422C require four kits. There are 10 vehicles in this group.

If our records show your dealership has ordered any vehicles involved in campaign number FL422A, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

Recall Campaign

May 2004
FL422A-C
NHTSA # 04V-120

Table 1 - Replacement Kit for FL422A-C

25-FL422-000

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL422A-C	25-FL422-000	TRW Hex Nut Kit (kit contains two hex nuts)	TRW L10KT0001	1 ea.	\$4.87 U.S. \$6.63 CAN
		Completion Sticker	Form WAR260	1 ea.	

* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls.

Table 1

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 2 - Labor Allowance.

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL422A	Remove, replace and torque up to 2 hex nuts	0.2	998-0580A	000-Modifiedx
FL422B	Remove, replace and torque up to 4 hex nuts	0.3	998-0580B	000-Modifiedx
FL422C	Remove, replace and torque up to 8 hex nuts	0.6	998-0580C	000-Modifiedx

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

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim®:

- Claim type is Recall.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (e.g. FL422A, FL422B, etc.).
- In the Primary Failed Part Number field, enter 25-FL422-000.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.

NOTE: ServicePro®/Service Advisor® 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.

Recall Campaign

May 2004
FL422A-C
NHTSA # 04V-120

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:30 a.m. to 4:30 p.m. Pacific Time, Monday through Friday, Web Inquiry at [AccessFreightliner.com / Support /](http://AccessFreightliner.com/Support/) Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

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.

The letter notifying vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (49 USC), 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. Also, any lessor is required to send a copy of the recall notification to the lessee.

Finally, the Act states that a remedy need not be provided without charge if the vehicle was bought by the first purchaser more than ten (10) calendar years before notice is given.

Recall Campaign

May 2004
FL422A-C
NHTSA # 04V-120

Copy of Letter to Owner 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 require 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 drag link clamp 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) 993-9951.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Work Instructions

Subject: TRW Drag Link Clamp Hex Nut

Models Affected: Specific Western Star 4900EX, 4900FA, and 4900SA vehicles manufactured between November 15, 2003, and January 12, 2004.

General Information

The replacement kit 25-FL422-000 is a TRW hex nut kit and includes two hex nuts.

Please note the quantity of kits required per vehicle.

- Vehicles in FL422A require one kit.
- Vehicles in FL422B require two kits
- Vehicles in FL422C require four kits.

Procedure

1. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
2. Inspect the passenger door for a campaign completion sticker (Form WAR260). If a sticker is present for campaign FL422, no further work needs to be done. If there is no sticker, proceed with the steps below.
3. Remove and discard the prevailing-torque nut from the drag link and clamp. See Fig. 1.
4. Install a new nut (from kit 25-FL422-000).
5. Torque the new nut to 50 to 60 lbf-ft (67 to 81 N-m). Apply torque seal to the nut.
6. If equipped with two or more clamps, repeat the procedure on each clamp.
7. Clean a spot on the passenger door and attach the campaign completion sticker (Form WAR260) from the kit.
8. Remove the chocks from the tires.

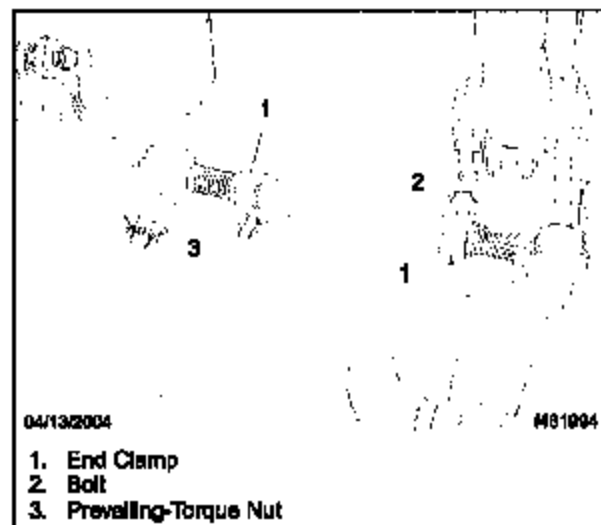


Fig. 1, Drag Link