

Subject: Business Class M2 Headlight Height

Models Affected: Specific Freightliner All-Wheel Drive Business Class M2 vehicles and All-Wheel Drive Business Class M2 Sportchassis vehicles built with Cummins ISC engines manufactured August 15, 2007, through March 25, 2009.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, has decided that the vehicles mentioned above fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108(5.3), Lamps, Reflective Devices, and Associated Equipment.

There are approximately 200 vehicles involved in this campaign.

Certain vehicles may have been built with headlights which measure greater than 54 inches from the road surface. Federal Motor Vehicle Safety Standard 49CFR571.108(5.3) requires headlights to be not less than 22 inches, nor more than 54 inches above the road surface. Improper height on headlights may not fully illuminate the road surface or may inhibit the ability of motorists to see vehicles. This can increase the risk of traffic accidents that may result in injury or death.

The headlight height will be lowered to less than or equal to 54 inches. **NOTE: Kits must be ordered with the vehicle serial number and must be received prior to the arrival of a vehicle at your dealership. Expedited freight for kits may not be included on claims as all arrangements are to be made in advance.**

REVISIONS: Approximately 29 vehicles included in FL531 were built with oil pan pre-heaters. A new oil pan, included in recall kit 25-FL531-001, was designed specifically for these vehicles. We recently learned from the supplier that these vehicles will require two parts, in addition to the kit, in order for the oil pan pre-heater to fit. See **Table 2** for part ordering information.

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 its failure to complete campaigns within a reasonable time after receiving notification.

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. **Kits must be ordered with the vehicle serial number and must be received prior to the arrival of a vehicle at your dealership. Expedited freight for kits may not be included on claims as all arrangements are to be made in advance.**

If our records show your dealership has ordered any vehicles involved in campaign number FL531A, 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.

Table 1 - Replacement Parts for FL531A

IMPORTANT: Kits must be ordered with the vehicle serial number and must be received prior to the arrival of a vehicle at your dealership. Expedited freight for kits may not be included on claims as all arrangements are to be made in advance.

Recall Campaign

Daimler Trucks
North America LLC

March 2010
FL531A
NHTSA #08V-270
SECOND REVISED NOTICE

NOTE: Center spring bolts for 12K and 14.6K / 16K suspensions are included in the kit. Please use the appropriate length bolts for the vehicle. You will only use one set of bolts for this repair. The other set will not be used.

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL531A	25-FL531-000	Oil Pan	CUM 4994972	1 ea	\$2,809.81 U.S. \$2,950.30 CAN
		Oil Pan Gasket	CUM 3938160	1 ea	
		Dipstick Assembly	CUM 5260645	1 ea	
		Draglink	14-17300-000	1 ea	
		Pitman Arm	14-16836-000	1 ea	
		Pitman Arm Pinch Bolt	23-09447-400	1 ea	
		Pitman Arm Nut	23-13179-212	1 ea	
		Pitman Arm Washer	23-09114-004	1 ea	
		Gear Poppet Adjuster Screw	RGT 021407X1	1 ea	
		12K Center Spring Bolt (2.26")	HDR 05069010	2 ea	
		14.6K /16K Center Spring Bolt	HDR 05069012	2 ea	
		Center Spring Nut	HDR 37774	2 ea	
		U-Bolt (LH)	23-12870-310	2 ea	
		U-Bolt (RH)	23-12870-370	2 ea	
		Sealant	CUM 3164067	1 ea	
		Completion Sticker	WAR260	1 ea	
	25-FL531-001 Order this kit only if the vehicle has an oil pan preheater IMPORTANT: You will need two additional parts from Cummins to install the new oil pan with the oil pan pre-heater. Please see below.	Oil Pan	CUM 526602600	1 ea	\$2,370.90 U.S. \$2,489.45 CAN
		Oil Pan Gasket	CUM 3938160	1 ea	
		Dipstick Assembly	CUM 5260645	1 ea	
		Draglink	14-17300-000	1 ea	
		Pitman Arm	14-16836-000	1 ea	
		Pitman Arm Pinch Bolt	23-09447-400	1 ea	
		Pitman Arm Nut	23-13179-212	1 ea	
		Pitman Arm Washer	23-09114-004	1 ea	
		Gear Poppet Adjuster Screw	RGT 021407X1	1 ea	
		12K Center Spring Bolt (2.26")	HDR 05069010	2 ea	
		14.6K /16K Center Spring Bolt	HDR 05069012	2 ea	
		Center Spring Nut	HDR 37774	2 ea	
		U-Bolt (LH)	23-12870-310	2 ea	
		U-Bolt (RH)	23-12870-370	2 ea	
		Sealant	CUM 3164067	1 ea	
		Completion Sticker	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

If the vehicle has an **oil pan pre-heater**, two additional parts are necessary for this repair. You will need to contact Cummins directly for these parts:

Contact at Cummins: Mike Hurt
Phone Number: (812) 377-8718
Parts to Request: 3927611 - 1 Brace, Tube
3944264 - 1 Connection, Oil Suction

If any of your customers have vehicles included in FL531, please contact them immediately to have FL531 performed. Do **not** contact Mike Hurt at Cummins until you have inspected and determined the headlight height must be adjusted.

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
FL531A	Inspect headlight height	0.2	996-0771B	000-Inspected
	Remove suspension shims and lower headlight height	5.1	996-0771A	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 (**FL531A**).
- In the Primary Failed Part Number field, enter **25-FL531-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. **IMPORTANT: Kits must be ordered with the vehicle serial number and must be received prior to the arrival of a vehicle at your dealership. Expedited freight for kits may not be included on claims as all arrangements are to be made in advance.** NOTE: Center spring bolts for 12K and 14.6K / 16K suspensions are included in the kit. Please use the appropriate length bolts for the vehicle. You will only use one set of bolts for this repair. The other set will not be used.

If the vehicle has an **oil pan pre-heater**, two additional parts are necessary for this repair. You will need to contact Cummins directly for these parts:

Contact at Cummins: Mike Hurt
Phone Number: (812) 377-8718
Parts to Request: 3927611 - 1 Brace, Tube
3944264 - 1 Connection, Oil Suction

Recall Campaign

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March 2010
FL531A
NHTSA #08V-270
SECOND REVISED NOTICE

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- 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.
- **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 for this recall.)
 - Contact the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in sublet/outside purchases.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.

IMPORTANT: ServicePro® 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.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, Web inquiry at 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 (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.

Copy of Letter to Owner

Subject: Business Class M2 Headlight Height

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

Daimler Trucks North America LLC, on behalf of Freightliner Trucks Division, has decided that specific Freightliner All-Wheel Drive Business Class M2 vehicles and All-Wheel Drive Business Class M2 Sportchassis vehicles manufactured August 15, 2007, through March 25, 2009 may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108(5.3), Lamps, Reflective Devices, and Associated Equipment.

Certain vehicles may have been built with headlights which measure greater than 54 inches from the road surface. Federal Motor Vehicle Safety Standard 49CFR571.108(5.3) requires headlights to be not less than 22 inches, nor more than 54 inches above the road surface. Improper height on headlights may not fully illuminate the road surface or may inhibit the ability of motorists to see vehicles. This can increase the risk of traffic accidents that may result in injury or death.

The headlight height will be lowered to less than or equal to 54 inches.

Parts are now available for authorized dealers to order. **IMPORTANT: Please contact your authorized dealer in advance so that replacement parts for the recall can be ordered and available prior to your arrival.** To locate a dealer, search online at www.FreightlinerTrucks.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL531A**. Once kit(s) are received at the dealership, the Recall will take approximately five hours and will be performed at no charge to you.

IMPORTANT: When the Recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL531A**.

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, which is not longer than 60 days after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.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, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>. If your vehicle is involved in the Canadian portion, you may wish to notify Transport Canada, ASFAD, Place de Ville Tower C, 330 Sparks Street, Ottawa, ON K1A 0N5, or phone (800) 333-0510.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Recall Campaign

Daimler Trucks
North America LLC

March 2010
FL531A
NHTSA #08V-270
SECOND REVISED NOTICE

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.

Work Instructions

Subject: Business Class M2 Headlight Height

Models Affected: Specific Freightliner All-Wheel Drive Business Class M2 vehicles and All-Wheel Drive Business Class M2 Sportchassis vehicles built with Cummins ISC engines manufactured August 15, 2007, through March 25, 2009.

REVISIONS: Approximately 29 vehicles included in FL531 were built with oil pan pre-heaters. A new oil pan, included in recall kit 25-FL531-001, was designed specifically for these vehicles. We recently learned from the supplier that these vehicles will require two parts, in addition to the kit, in order for the oil pan pre-heater to fit. See **Table 2** for part ordering information.

IMPORTANT: Kits must be ordered with the vehicle serial number and must be received prior to the arrival of a vehicle at your dealership (expedited freight for kits may not be included on claims). Customers are being asked to contact dealerships before arriving to have the recall performed.

Procedure

1. Check the base label (Form WAR259) for a completion sticker for FL531 indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a sticker for FL531 is present, nothing further needs to be done. If no sticker is present, go to the next step.
2. Shut down the engine, set the parking brakes, and chock the tires.
3. Check the height of the headlights. Measure from the ground to the center of the highest headlight lens. See **Fig. 1** and **Fig. 2**. If this distance is 54 inches (137 cm) or less, nothing more needs to be done. Clean a spot on the base label (Form WAR259). Attach a completion sticker (Form WAR260) for recall FL531 to the base label.

If the distance is more than 54 inches (137 cm), go to the next step.

4. Drain the oil from the engine.

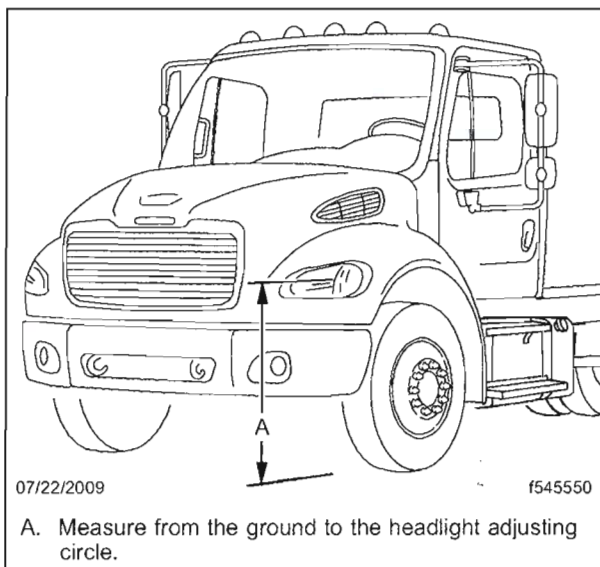


Fig. 1, Headlight Measurement

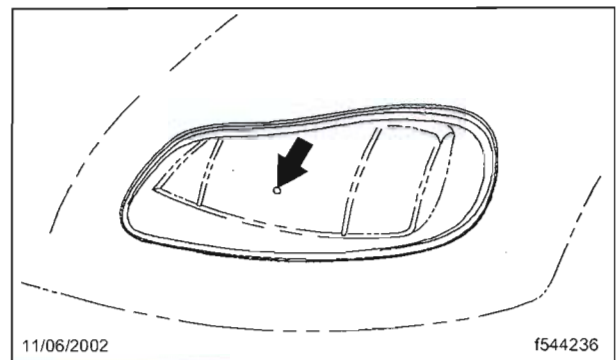


Fig. 2, Headlight Adjusting Circle

Recall Campaign

Daimler Trucks
North America LLC

March 2010
FL531A
NHTSA #08V-270
SECOND REVISED NOTICE

WARNING

Never work under a vehicle that is supported only by jacks. Jacks can slip, causing the the vehicle to fall, which can result in serious injury or death. Always support the vehicle with safety stands.

5. Raise the vehicle, then support the frame rails with safety stands.

WARNING

When draining the air system, don't look into the air jets or direct them toward another person, as dirt or sludge particles may be in the airstream. Don't disconnect pressurized hoses because they may whip as air escapes from the line. Failure to take all necessary precautions while working on the air brake system can cause personal injury.

6. Drain the air system.
7. If so equipped, disconnect the ABS sensors from the axle knuckles. Pull the sensors straight out.
8. Disconnect the air lines from the front brake chambers.
9. Disconnect the driveline from the front axle. For instructions, see **Group 41** in the *Business Class M2 Workshop Manual*.
10. Leaving the drag link attached to it, remove the pitman arm from the steering gear as follows.
 - 10.1 Remove the pinch bolt and nut that attach the pitman arm to the steering gear sector shaft.
 - 10.2 Using a suitable puller, remove the pitman arm from the steering gear sector shaft.
11. Disconnect the drag link from the axle steering arm by removing the cotter pin and castle nut.
12. Remove the drag link and the pitman arm as a unit from the vehicle.
13. Remove the front axle from the vehicle as follows. See **Fig. 3**.
 - 13.1 Disconnect the lower ends of the front shock absorbers from the axle stops on top of the leaf springs.
 - 13.2 Take the weight off the leaf springs by supporting the axle.
 - 13.3 On one side of the vehicle, remove the U-bolt nuts and washers, then remove the two U-bolts.
 - 13.4 Repeat the procedure on the other side of the vehicle.
 - 13.5 Remove the axle stops from the tops of the leaf springs.
 - 13.6 On one side of the vehicle, remove and discard the centerbolt and hexnut that hold the the axle spacers to the leaf spring. Remove and discard the axle spacers.
 - 13.7 Repeat the procedure on the other side of the vehicle.
 - 13.8 Remove the axle from underneath the vehicle.
14. Remove the oil pan from the engine block, and set it and the capscrews and washers aside.
15. Remove any remaining parts of the oil-pan gasket from the bottom of the engine block.
16. Remove the oil dipstick from the engine and discard it.
17. Install the new oil dipstick.

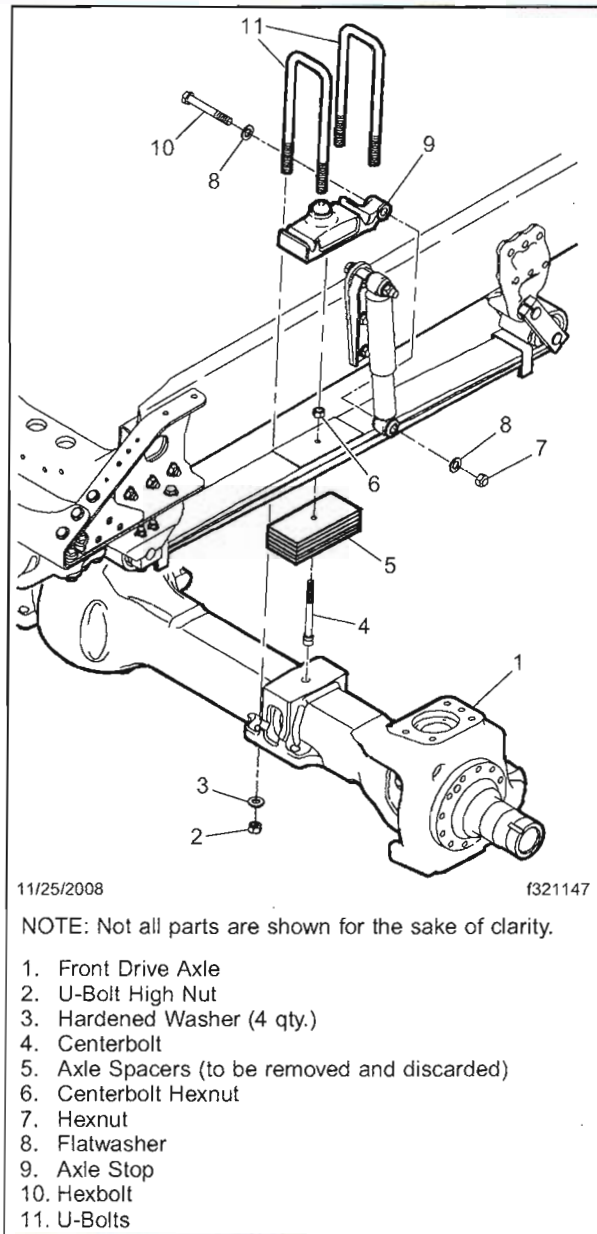


Fig. 3, Front Axle Removal (driveline disconnected)

18. Install the new oil pan and gasket on the engine block as follows.
 - 18.1 If not already done, remove all old gasket material from the engine block
 - 18.2 Apply RTV sealant to fill the joints between the oil pan rail, the gear housing, and the rear seal housing.
 - 18.3 Using a new gasket and the existing capscrews and washers, install the new oil pan. Tighten the capscrews 248 lbf-in (28 N·m) in the sequence shown in **Fig. 4**.
 - 18.4 Remove the drain plug from the old oil pan and install it in the new oil pan. Tighten the plug to 60 lbf-ft (80 N·m).

Recall Campaign

Daimler Trucks
North America LLC

March 2010
FL531A
NHTSA #08V-270
SECOND REVISED NOTICE

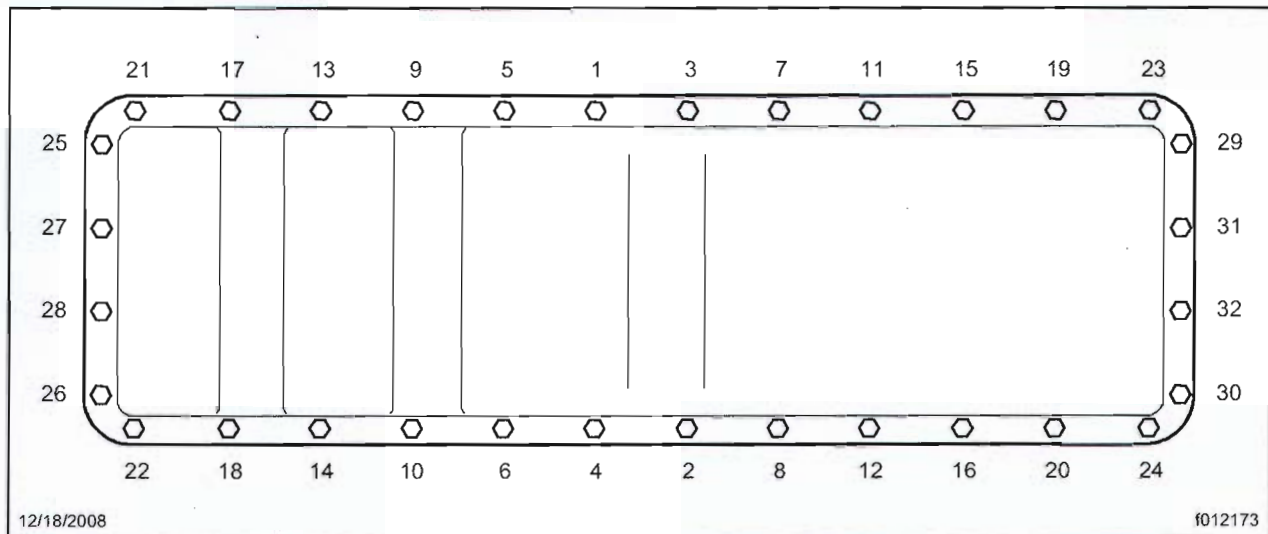


Fig. 4, Oil Pan Fastener Tightening Sequence

19. Install the front axle as follows.

19.1 Position the axle under the vehicle, then raise it into place under the leaf springs.

19.2 On one side of the vehicle, install the new centerbolt and hexnut to hold the leaf springs together. Tighten the centerbolt hexnut 120 lbf-ft (163 N·m). NOTE: Center spring bolts for 12K and 14.6K / 16K suspensions are included in the kit. Please use the appropriate length bolts for the vehicle. You will only use one set of bolts for this repair. The other set will not be used.

Repeat the procedure on the other side of the vehicle.

19.3 Install the axle stops on the tops of the leaf springs.

19.4 Using a suitable clamp (such as a large C-clamp) compress one of the new U-bolts, then install it on one side of the axle. Do the same for the second U-bolt.

Install the U-bolt nuts and washers. Tighten the nuts finger-tight. Repeat the procedure on the other side of the vehicle.

19.5 In a diagonal pattern, tighten each set of U-bolt nuts successively to 60 lbf-ft (81 N·m), 200 lbf-ft (270 N·m), then to 460 lbf-ft (624 N·m).

19.6 Connect the driveline to the front axle. For instructions, see **Group 41** in the *Business Class M2 Workshop Manual*.

20. Connect the shock absorbers to the lower mounting brackets on the axle stops. Tighten the fasteners 140 lbf-ft (190 N·m).

21. If so equipped, install the ABS sensors in the axle knuckles.

22. Connect the air lines to the brake chambers.

23. Install the pitman arm on the steering gear, aligning the timing marks on the pitman arm with the timing marks on the sector shaft. See **Fig. 5**.

The pitman arm may not fit over the splines on the sector shaft without spreading the slot in the pitman arm. To wedge the slot open, clamp the new pitman arm in a vise with the slot at the top. Use a ball-peen hammer to drive a chisel into the slot. Hold the chisel in place, remove the pitman arm from the vise, and install it on the sector shaft. Remove the chisel from the slot.

WARNING

Never leave a chisel wedged in the pitman arm slot. When using a chisel to spread the slot in the pitman arm, maintain a firm grip on the chisel at all times, otherwise the chisel may fly loose, which could cause an injury.

24. Using a new pinch bolt and nut, attach the pitman arm to the steering gear. Tighten the nut 130 to 155 lbf-ft (177 to 211 N-m).
25. Using castle nuts, attach the new drag link to the pitman arm and the steering arm. Tighten the castle nuts 160 to 300 lbf-ft (217 to 407 N-m). If necessary, continue tightening each castle nut until a slot on the nut aligns with a hole in the ball stud. **Do not** back off the nut.

WARNING

Failure to install and lock a new cotter pin in the ball stud and nut could result in disengagement of the parts and loss of steering control.

26. Install new cotter pins through the ball studs and the castle nuts and lock the cotter pins in place.
27. Clean the grease fittings and apply chassis grease to the fittings until all the old grease is forced out.
28. Check that the steering gear is centered. The gear is centered when the timing mark on the sector shaft is aligned with the timing mark on the housing trunnion. See Fig. 6.

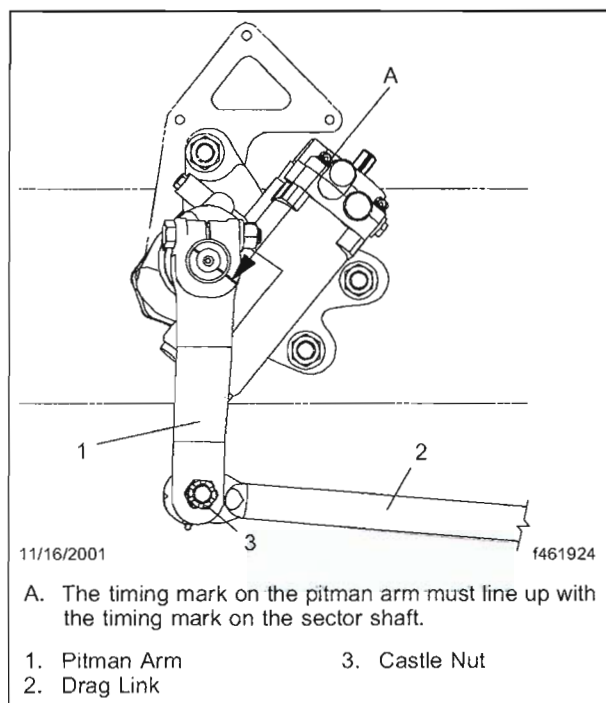


Fig. 5, Pitman Arm

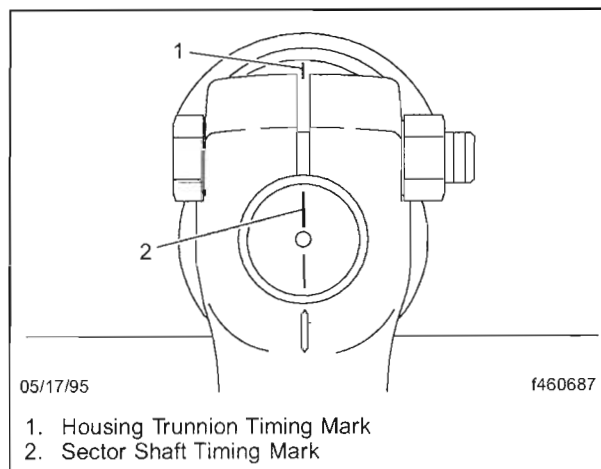


Fig. 6, Steering Gear Centered

Recall Campaign

Daimler Trucks
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March 2010
FL531A
NHTSA #08V-270
SECOND REVISED NOTICE

29. Make sure that the steering wheel spokes are within 10 degrees of the 3 o'clock and 9 o'clock positions on the steering wheel. See **Fig. 7**.

If necessary, remove the steering wheel and reposition it. For instructions, see **Group 46** in the *Business Class M2 Workshop Manual*.

30. Adjust the axle stops on the axle steering knuckles as follows.

30.1 With the brakes fully applied, turn the steering wheel clockwise to the end of travel. Have someone check both sides of the vehicle for interference at the tires and wheels. There must be at least 1/2-inch (13-mm) clearance from any fixed object, and 3/4-inch (19-mm) clearance from any moving object.

30.2 If necessary, loosen the stopscrew locknut; adjust the stopscrew to contact the axle when the maximum turning angle of the wheels is determined. See **Fig. 8**.

30.3 Tighten the locknut 50 to 65 lbf-ft (68 to 88 N·m).

30.4 Repeat the above step with the steering wheel turned counterclockwise. Adjust the axle stop as needed.

31. With the steering gear centered, adjust the steering gear poppet valves. For instructions, see **Group 46** in the *Business Class M2 Workshop Manual*.

32. When the steering gear poppet valves have been adjusted, raise the vehicle, remove the safety stands, then lower the vehicle.

33. Check the alignment of the headlights. If necessary, align them correctly. For instructions, see **Group 54** in the *Business Class M2 Workshop Manual*.

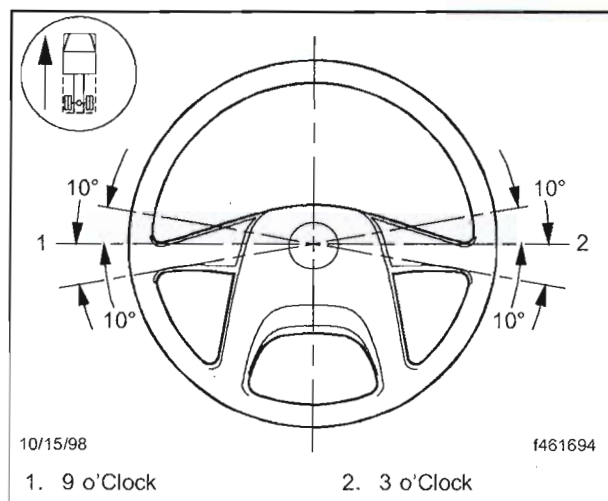


Fig. 7, Centering the Steering Wheel

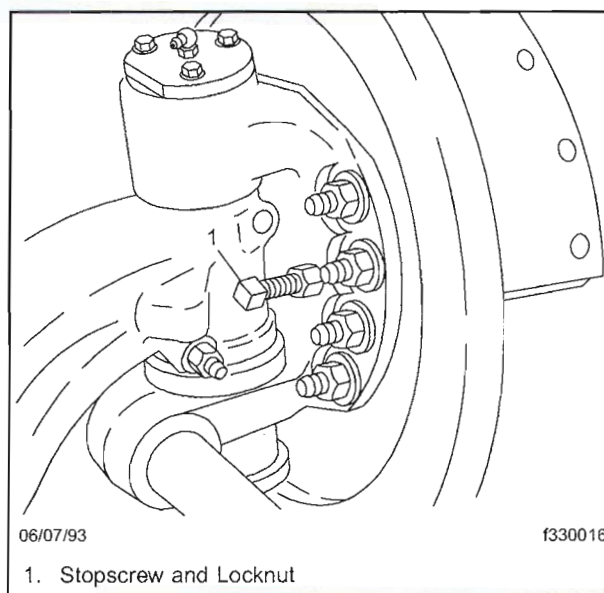


Fig. 8, Axle Stop

34. Clean a spot on the base label (Form WAR259). Attach a completion sticker (Form WAR260) for recall FL531 to the base label.