

## Subject: Western Star 4900 Steering Idler Arm Spacers

**Models Affected:** Specific Western Star 4900SA Twinsteer vehicles manufactured December 21, 2001, through June 4, 2010, with certain idler arm spacers.

### General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 600 vehicles involved in this campaign.

The spacer used to connect the aft steer axle idler arm to the frame rail may develop cracks and eventually break under severe steering conditions, allowing the idler arm to separate from the frame rail. This may result in diminished steering control, leading to a possible vehicle crash.

The tubular spacer will be replaced with a more robust cast spacer. Advance arrangements are required. Please order and have the Recall kit at the dealership before scheduling a vehicle to arrive. Freight will not be covered.

### 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. **Advance arrangements are required.** Please order and have the kit available at the dealership before scheduling a vehicle for the Recall. Freight will not be covered.

If our records show your dealership has ordered any vehicles involved in campaign number FL581AB, a list of the customers and vehicle identification numbers will be available on [AccessFreightliner.com](http://AccessFreightliner.com). Please refer to this list when ordering parts for this recall.

# Recall Campaign

Daimler Trucks  
North America LLC

January 2011  
FL581AB  
NHTSA #10V-260

Table 1 - Replacement Parts for FL581AB

Campaign Number	Kit Number	Part Number	Part Description	Qty. per Kit	Suggested Wholesale
FL581A	25-FL581-000	14-18288-000	BRKT-SPACER, IDLER ARM (DOUBLE CHANNEL)	1 ea	\$406.29 U.S. \$414.42 CAN
		A14-18308-000	SPINDLE, IDLER ARM, 109SA TS	1 ea	
		103412	PIN, COTTER-3/16X2.25, PLN	1 ea	
		23-09447-700	SCREW-CAP, HEX3/4-16X7 GR8PO	3 ea	
		23-09114-004	WASHER-HRDN, 0.81X1.47X.177, ZN	6 ea	
		23-13179-212	NUT-HEX, PT, 3/4-16, C, ZC, .665	3 ea	
		23-09445-350	SCREW-CAP, HEX5/8-18X3.5 GR8PO	2 ea	
		23-09114-000	WSHR-HRDN, 0.69X1.31X.177, ZN	18 ea	
		23-13179-210	NUT-HEX, PT, 5/8-18, C, ZC, .559	9 ea	
		CHR 453869	GASKET-HUB CAP, 450, 6H, .33, .031	1 ea	
		38916-3401	SEAL, OUTSIDE-TANDEM STRG IDLER	1 ea	
		23-09445-750	SCREW-CAP, HEX5/8-18X7.5 GR8PO	3 ea	
		23-09445-200	SCREW-CAP, HEX5/8-18X2	4 ea	
		23-11512-250	SCREW-CAP, HEX, SST, 1/2-13X2.50	4 ea	
		23-11677-004	NUT-HEX, SST, 1/2-13	4 ea	
	Completion Sticker	WAR260 Completion Sticker	1 ea		
FL581B	25-FL581-001	14-18288-001	BRKT-SPACER, IDLER ARM (SINGLE CHANNEL)	1 ea	\$406.29 U.S. \$414.42 CAN
		A14-18308-000	SPINDLE, IDLER ARM, 109SA TS	1 ea	
		103412	PIN, COTTER-3/16X2.25, PLN	1 ea	
		23-09447-700	SCREW-CAP, HEX3/4-16X7 GR8PO	3 ea	
		23-09114-004	WASHER-HRDN, 0.81X1.47X.177, ZN	6 ea	
		23-13179-212	NUT-HEX, PT, 3/4-16, C, ZC, .665	3 ea	
		23-09445-350	SCREW-CAP, HEX5/8-18X3.5 GR8PO	2 ea	
		23-09114-000	WSHR-HRDN, 0.69X1.31X.177, ZN	18 ea	
		23-13179-210	NUT-HEX, PT, 5/8-18, C, ZC, .559	9 ea	
		CHR 453869	GASKET-HUB CAP, 450, 6H, .33, .031	1 ea	
		38916-3401	SEAL, OUTSIDE-TANDEM STRG IDLER	1 ea	
		23-09445-750	SCREW-CAP, HEX5/8-18X7.5 GR8PO	3 ea	
		23-09445-200	SCREW-CAP, HEX5/8-18X2	4 ea	
		23-09437-150	CAPSCREW, 3/8"-24X1.50	1 ea	
		23-13179-206	NUT-HEX, PT, 3/8-24, C, ZC	1 ea	
		23-09114-011	WASHER-HRDN, 0.41X0.88X	2 ea	
		23-11512-250	SCREW-CAP, HEX, SST, 1/2-13X2.50	4 ea	
		23-11677-004	NUT-HEX, SST, 1/2-13	4 ea	
			WAR260	Completion Sticker	

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

## 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
FL581AB	Replace steering idler arm spacer	2.8	996-0825A	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 (**FL581A** or **FL581B**).
- In the Primary Failed Part Number field, enter **25-FL581-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. **Advance arrangements are required.** Please order and have the Recall kit at the dealership before scheduling a vehicle to arrive. Freight will not be covered.
- 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.
- For OWL, the VMRS Component Code is 015-004-018
- **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.)
  - Submit a Campaign Pre-Approval inquiry to 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.

# Recall Campaign

Daimler Trucks  
North America LLC

January 2011  
FL581AB  
NHTSA #10V-260

**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 from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at [AccessFreightliner.com](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 (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: Western Star 4900 Steering Idler Arm Spacers

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 its wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900SA Twinsteer vehicles manufactured December 21, 2001, through June 4, 2010, with certain idler arm spacers.

The spacer used to connect the aft steer axle idler arm to the frame rail may develop cracks and eventually break under severe steering conditions, allowing the idler arm to separate from the frame rail. This may result in diminished steering control, leading to a possible vehicle crash.

The tubular spacer will be replaced with a more robust cast spacer.

Parts are now available for authorized dealers to order. Please contact your authorized Daimler Trucks North America dealer in advance to arrange to have the Recall performed and to confirm that parts are available before taking your vehicle in for the Recall. Please note, advance arrangements are required. To locate a dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com) or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL581AB**. Once kit(s) are received at the dealership, the Recall will take between three and four 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 **FL581**.

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](mailto: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

January 2011  
FL581AB  
NHTSA #10V-260

## 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.