

# DAIMLER

Daimler Trucks North America  
Nasser Zamani  
Senior Manager  
Compliance and Regulatory  
Affairs

October 31, 2013

Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS-215, Rm. W45-206)  
1200 New Jersey Avenue S.E.  
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 4  
11V-257, FL-606, Meritor Driveline Seam Welds  
Revised Dealer Notice**

Ms. Lewis,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers and purchasers.

(c) (8)(ii) Dealer – Revised bulletin posted: October 26, 2013

(c) (10) Copy of Communications sent to dealers is attached.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA  
Enclosure

A Daimler Company

Daimler Trucks North America LLC  
4747 N. Channel Avenue  
Portland OR 97217-7699  
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503-745-5544 Fax  
Nasser.Zamani@Daimler.com

October 2013  
FL606A-D  
NHTSA #11V-257  
Transport Canada #11-172  
**REVISED NOTICE**

## **Subject: Meritor Driveline Seam Welds**

**Models Affected: Specific Freightliner Argosy, Business Class M2, and Cascadia vehicles and Western Star 4900 and 6900 vehicles manufactured January 11, 2011, through February 21, 2011.**

### **General Information**

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and 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 450 vehicles involved in this campaign.

Certain drivelines may have been manufactured with tubing that has a nonconforming seam weld with insufficient bonding of the material. A tube seam weld that is not properly bonded can result in a fracture along the length of the weld. A fractured tube can twist or sever, resulting in damage to the driveline and the vehicle, increasing the risk of a vehicle crash.

The suspect drivelines will be replaced. Advance arrangements are required for this recall. Drivelines will be made to order and shipped directly from Meritor, Inc.

**REVISION:** The instructions for claiming the parts handling allowance have been changed. See the Claims for Credit section.

### **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 parts are now available and can be obtained from Meritor, Inc. by following the instructions below.

If our records show your dealership has ordered any vehicles involved in campaign number FL606A-D, 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.

### **Driveline Ordering Instructions**

- Contact the OnTrac Customer Service Center via email or phone.
  - Email: [OnTrac@Meritor.com](mailto:OnTrac@Meritor.com) (Subject Line: DTNA Recall FL606)
  - Phone: (866) 668-7221 (select "7" at the language voice prompt)

# Recall Campaign

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- Provide the following:
  - Your Meritor Dealer ID
  - VIN of the specific vehicle being repaired
  - Mileage
  - Shipping/contact information, if different than your Meritor Dealer ID
- You will be given a case number
- Driveline(s) will be built to order and arrive in approximately one week
- A parts handling allowance may be claimed, see the Claims for Credit section
- When the Recall is completed, call or email with the case number to close it with OnTrac, using the phone number or email address above (Subject Line: FL606 Driveline case #XXX completed)

## Paint

Up to \$100 in paint for the driveline(s) may be claimed. (Invoices supporting the amount claimed must be available upon request.) See the Claims for Credit section.

## Removed Parts

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

## Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL606A (269 Vehicles)	Replace one drive shaft, half round	1.7	996-0839A	000-Modifiedx
	Replace one drive shaft, full round	1.9	996-0839B	000-Modifiedx
	Replace one drive shaft, with mid-ship, half round	1.8	996-0839C	000-Modifiedx
	Replace one drive shaft, with mid-ship, full round	2.1	996-0839D	000-Modifiedx
FL606B (174 Vehicles)	Replace two drive shafts, with mid-ship, half round	2.2	996-0839E	000-Modifiedx
	Replace two drive shafts, with mid-ship, full round	2.4	996-0839F	000-Modifiedx
FL606C (10 Vehicles)	Replace three drive shafts, with mid-ship, full round	2.7	996-0839G	000-Modifiedx
FL606D (1 Vehicle)	Replace four drive shafts, with mid-ship, full round	3.2	996-0839H	000-Modifiedx

Table 1

**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. **FL606A, FL606B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL606-000**.
- Parts are being supplied at no charge by Meritor, Inc. An allowance for parts handling may be included on Recall claims as follows:
  - FL606A – \$370.00
  - FL606B – \$740.00
  - FL606C – \$1,110.00
  - FL606D – \$1,480.00

**In Legacy:** List the appropriate handling allowance in the Parts section of the claim as "ZZ Handling."

**In OWL:** List the appropriate handling allowance in the Parts section of the claim as Part Type "Other" and Part Description "Handling."

- Paint. Up to \$100 in paint for the driveline(s) may be claimed. Invoices supporting the amount claimed must be available upon request.

**In Legacy:** List the appropriate amount for paint in the Parts section of the claim as "ZZ Paint."

**In OWL:** List the appropriate amount for paint in the Parts Charges section of the claim as Part Type "Other" and Part Description "Paint."

- 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 024-001-001.
- **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.

**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.

# Recall Campaign

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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 / My Tickets and 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.

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## Copy of Notice to Owners

### Subject: Meritor Driveline Seam Welds

**For the Notice to U.S. Customers:** This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**For the Notice to Canadian Customers:** This notice is sent to you in accordance with the Canadian Motor Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Argosy, Business Class M2, and Cascadia vehicles and Western Star 4900 and 6900 vehicles manufactured January 11, 2011, through February 21, 2011.

Certain drivelines may have been manufactured with tubing that has a nonconforming seam weld with insufficient bonding of the material. A tube seam weld that is not properly bonded can result in a fracture along the length of the weld. A fractured tube can twist or sever, resulting in damage to the driveline and the vehicle, increasing the risk of a vehicle crash.

The suspect drivelines will be replaced.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the recall performed. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). **Advance arrangements are required.** The appropriate driveline(s) for your vehicle must be ordered in advance and shipped to the dealership and should be delivered in approximately one week. Once replacement parts arrive at the dealership, the Recall will take approximately two to three hours, depending on the number of drivelines replaced, and will be performed at no charge to you.

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.

**For the Notice to U.S. Customers:** If you have questions about this Recall, 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 after normal business hours. 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, 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 <http://www.safercar.gov>.

**For the Notice to Canadian Customers:** If you have questions about this Recall, 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 after normal business hours.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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## 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: Meritor Driveline Seam Welds

**Models Affected: Specific Freightliner Argosy, Business Class M2, and Cascadia vehicles and Western Star 4900 and 6900 vehicles manufactured January 11, 2011, through February 21, 2011.**

**REVISION:** The instructions for claiming the parts handling allowance have been changed. See the Claims for Credit section.

#### Driveline Ordering Instructions

- Contact the OnTrac Customer Service Center via email or phone.
  - Email: OnTrac@Meritor.com (Subject Line: DTNA Recall FL606)
  - Phone: (866) 668-7221 (select "7" at the language voice prompt)
- Provide the following:
  - Your Meritor Dealer ID
  - VIN of the specific vehicle being repaired
  - Mileage
  - Shipping/contact information, if different than your Meritor Dealer ID
- You will be given a case number
- Driveline(s) will be built to order and arrive in approximately one week
- A parts handling allowance may be claimed, see the Claims for Credit section
- When the Recall is completed, call or email with the case number to close it with OnTrac, using the phone number or email address above (Subject Line: FL606 Driveline case #XXX completed)

#### Paint

Up to \$100 in paint for the driveline(s) may be claimed. (Invoices supporting the amount claimed must be available upon request.) See the Claims for Credit section.

#### General Procedure

1. Check the base label (Form WAR259) for a completion sticker for FL606 (Form WAR260) 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 is present, no work is needed. If a sticker is not present, continue with the next step.
2. Shut down the engine, set the parking brake, and chock the tires.
3. Paint the new drive shaft(s) according to the paint manufacturer's recommendations, which should include: tape the U-joint bores; clean, scuff, and etch prime; scuff and paint with single-stage frame paint.
4. Replace the drive shaft(s).

For driveshafts with half-round U-joints, go to "Driveline Replacement with RPL Half-Round U-joints" below.

For driveshafts with full-round U-joints, go to "Driveline Replacement with Full-Round U-joints" below.

# Recall Campaign

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North America LLC

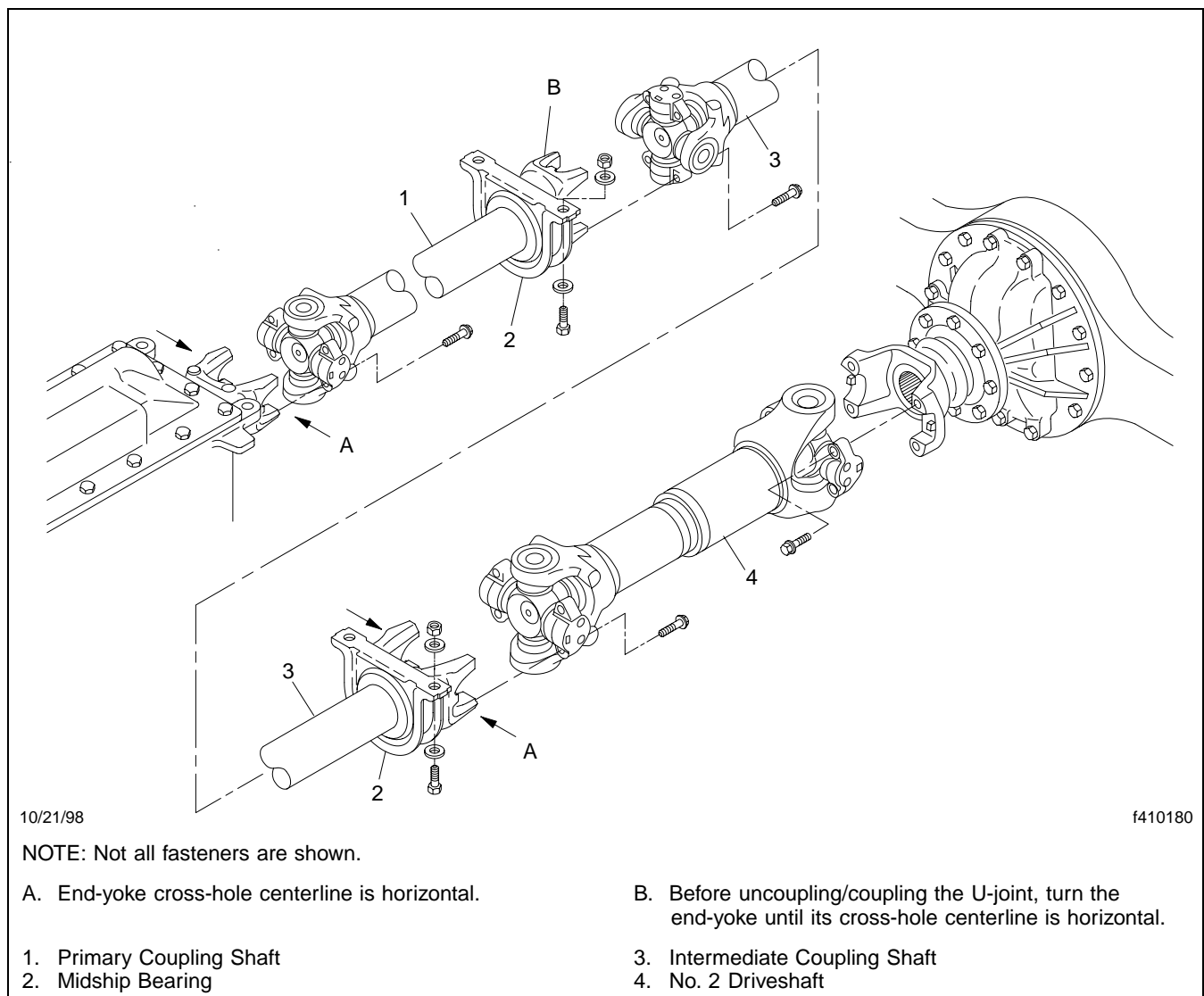
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## Driveline Replacement with RPL Half-Round U-joints

Refer to **Fig. 1** during U-Joint uncoupling procedures.

1. Roll the vehicle forward or backward as needed to turn the rearmost end-yoke (of the driveline that is being uncoupled) until the centerline through its cross-holes is horizontal. See **Fig. 1**, Ref. A and Ref. B.
2. Apply the parking brakes, and chock the tires.
3. If the half-round bearing cups do not already have a retaining wire installed, install a bearing-cup retaining wire. Or, install safety wire from the retaining-wire groove of one half-round bearing cup to the other.
4. Support the driveshaft with a nylon support strap.

When uncoupling a coupling shaft, install two or three support straps, as needed.



**Fig. 1, U-Joint Uncoupling/Coupling for Drivelines With Half-Round End-Yokes, RPL U-joints**

5. Remove the fasteners that attach the midship bearing(s) to its bracket(s). See **Fig. 1**.
6. Remove the capscrews that secure the bearing cups to the half-round yoke.
7. Compress the slip-joint to remove the U-joint from the yoke.
8. Lower the drive shaft from the vehicle.
9. Place the driveshaft section under the vehicle and support it with nylon support straps so it can be coupled to the end-yokes.
10. Position the driveshaft in the end-yokes and expand the slip-joint as needed to seat the U-joints in the end-yokes.
11. Couple the forward end of the driveshaft.
12. Check and clean the end-yoke.
13. Extend the slip-joint, while pressing the cross and bearing cups into place in the yoke cross-holes. Using a rubber or plastic mallet, gently tap the bearing cups to seat them in the yoke.
14. Install the capscrews, finger-tight.

 **WARNING**

**The self-locking capscrews must not be reused. Replace the capscrews with new ones. Also, do not undertighten or overtighten the capscrews. A loose or broken fastener at any point in the driveline weakens the driveline connection, which could cause serious vehicle damage, or could result in a driveshaft separating from the vehicle. Driveline separation can cause loss of vehicle control that could result in serious personal injury or death.**

**Separation of the driveline can also cause damage to the driveline, driveline components, or other areas of the vehicle.**

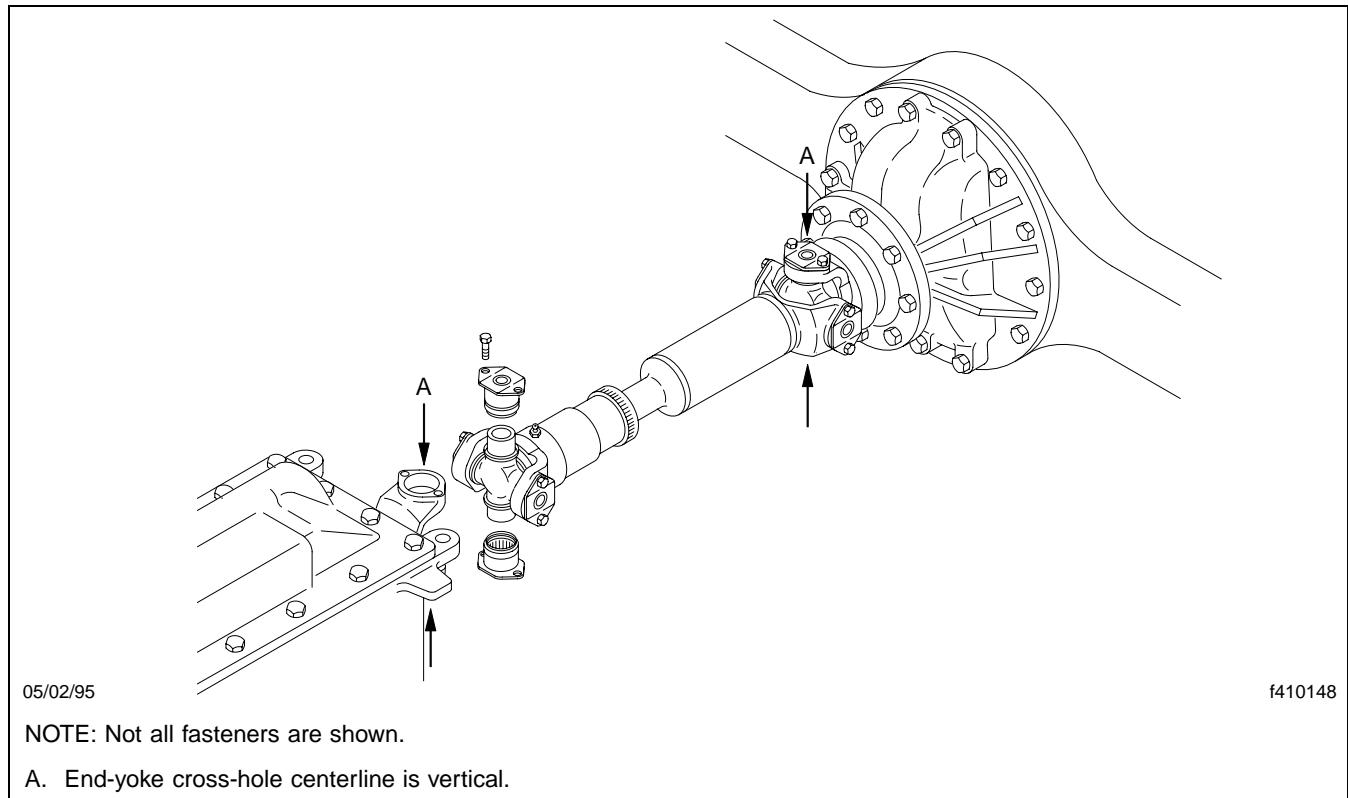
15. Alternately tighten the capscrews, in increments of 20 lbf·ft (27 N·m), to a final torque value of 125 lbf·ft (169 N·m).
16. If they were removed, install the fasteners that attach each midship bearing to its bracket; tighten the flanged locknuts 91 lbf·ft (123 N·m).
17. Remove the nylon support straps.
18. Call or email the case number received when ordering the driveline(s) to OnTrac to close it, using the phone number or email address above (Subject Line: FL606 Driveline case #XXX completed)
19. Clean a spot on the base label (Form WAR259) and attach a completion sticker for Recall FL606 (Form WAR260) to the base label.

## **Driveline Replacement with Full-Round U-joints**

Refer to **Fig. 2** for U-Joint uncoupling procedure.

1. Roll the vehicle forward or backward as needed to turn the end-yoke (of the driveline that is being uncoupled) until the centerline through its cross-holes is vertical.
2. Apply the parking brakes, and chock the tires.
3. Support the driveshaft with a nylon support strap.  
When uncoupling a coupling shaft, install two or three support straps, as needed.
4. Remove the fasteners that attach the midship bearing(s) to its bracket(s). See **Fig. 2**.

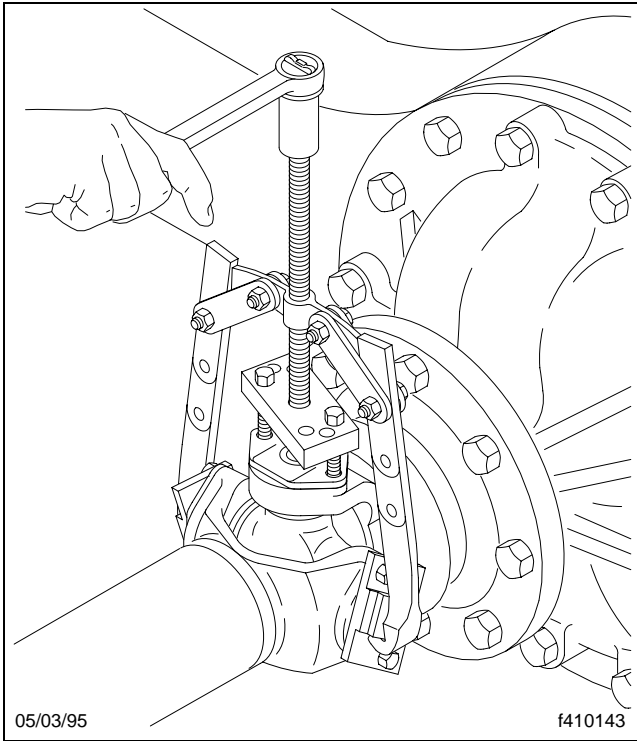
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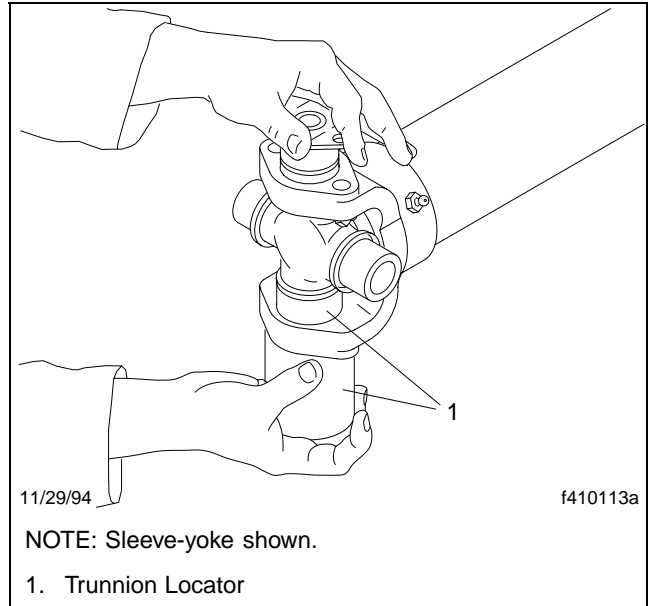
**Fig. 2, U-Joint Uncoupling/Coupling of a Driveline With Full-Round End-Yokes**

5. Remove and discard all four bearing-cup-plate self-locking capscrews.
6. Using a U-joint puller, remove both bearing assemblies from the end-yoke cross-holes. See **Fig. 3**.
7. Compress the slip-joint and pivot the end of the U-joint cross to remove it from the yoke.
8. Lift or lower the driveshaft out of the chassis.
9. Place the new driveshaft section under the vehicle and support it with nylon support straps so it can be coupled to the end-yokes.
10. Position the driveshaft in the end-yokes and expand the slip-joint as needed to seat the U-joints in the end-yokes.
11. Couple the forward end of the driveshaft.
12. Couple the aft end of the driveshaft.
13. Check and clean the end-yoke.
14. Turn the end-yoke until the centerline through its cross-holes is vertical. See **Fig. 2**.
15. Couple the U-joint cross to the end-yoke.
  - 15.1 Extend the slip-joint, while pivoting the U-joint cross into place in the yoke cross-holes.
  - 15.2 Move one end of the cross until a trunnion projects through the cross-hole, beyond the outer machined face of the yoke lug. Using a Spicer trunnion (journal) locator, hold the trunnions in alignment with the cross-holes, while placing a bearing assembly over the projected trunnion, and aligning it with the cross-hole. See **Fig. 4**.

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**Fig. 3, Removing a Bearing Cup from a Full-Round End-Yoke**



**Fig. 4, Use a U-Joint Trunnion Locator**

**IMPORTANT:** A Spicer trunnion (journal) locator should be used, to prevent damage to the U-joint trunnions and slingers.

- 15.3 By hand, press the bearing assembly flush with the face of the yoke. If the bearing assembly binds in the cross-hole, tap the *center* of the bearing plate with a rubber or rawhide mallet; do not tap the outer edges of the bearing plate. See **Fig. 5**.
- 15.4 Install *new* bearing-cup-plate self-locking capscrews ( **Fig. 6**). Tighten the capscrews until all the parts are drawn down tight, with no gaps; do not tighten the capscrews to their final torque value.

## **⚠ WARNING**

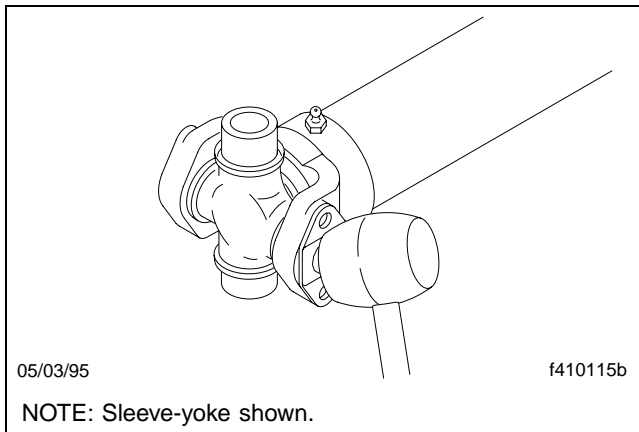
**Self-locking bearing-cup-plate capscrews must not be reused; replace the capscrews with new ones. Also, do not undertighten or overtighten any bearing-cup-plate capscrews. A loose or broken fastener at any point in the driveline weakens the driveline connection, which could cause serious vehicle damage, or could result in a driveshaft separating from the vehicle, possibly causing loss of vehicle control that could result in serious personal injury or death.**

- 15.5 Move the cross until it projects beyond the machined surface of the opposite yoke lug. Repeat applicable substeps to install the opposite bearing.
- 15.6 Alternately tighten the bearing-cup-plate capscrews in increments of 5 lbf·ft (7 N·m), to the torque final value 43 lbf·ft (49 N·m).

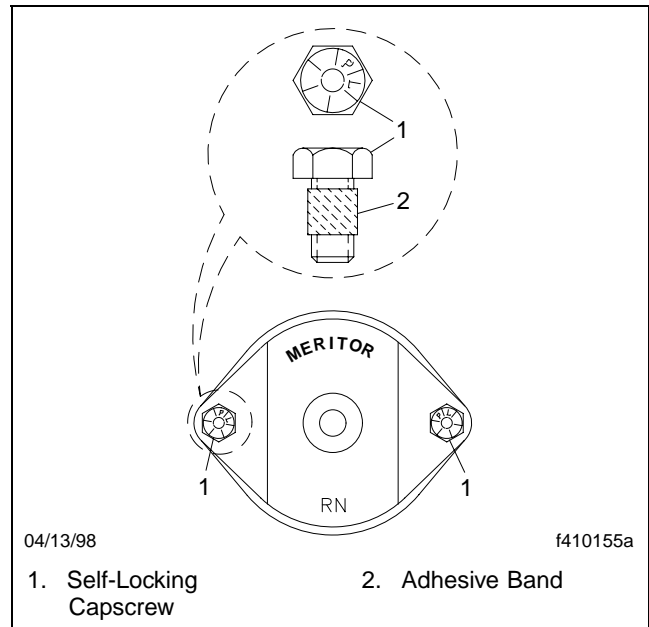
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**Fig. 5, Seat a U-Joint Bearing Cup in a Full-Round Yoke**



**Fig. 6, Meritor U-Joint Fasteners for Full-Round Yokes**

16. If they were removed, install the fasteners that attach each midship bearing to its bracket; tighten the flanged locknuts 91 lbf·ft (123 N·m).
17. Remove the nylon support straps.
18. Call or email the case number received when ordering the driveline(s) to OnTrac to close it, using the phone number or email address above (Subject Line: FL606 Driveline case #XXX completed)
19. Clean a spot on the base label (Form WAR259) and attach a completion sticker for Recall FL606 (Form WAR260) to the base label.