

February 2017
FL725A
NHTSA #16V-711
Transport Canada #16-483

Subject: Western Star Seat Belt Anchor Plates

Models Affected: Specific Western Star 4900 and 5700 model vehicles manufactured March 22, 2013, through September 23, 2016, with Stratosphere sleeper cabs.

General Information

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

There are approximately 3,833 vehicles involved in this campaign.

Certain D-ring seat belt anchorage points may not have adequate reinforcement. In the event of a crash, the seat belt may not perform as expected and thereby increase the risk of injury.

A reinforcement anchor plate will be installed at the D-Ring seat belt anchorage points on both the driver and passenger sides of the cab.

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 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 by ordering the kit or part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL725A, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL725A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
FL725A	25-FL725-000	ANCHOR PLATE	18-67874-000	2 ea
		SCREW-FLG HEX	23-09742-075	8 ea
		NUT-HEX,FLANGE	23-13861-104	8 ea
		COMPLETION STICKER	WAR260	1 ea

Table 1

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL725A	Install driver and passenger anchor plates	2.0	996-0995A	12-Repair Recall/Campaign

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 (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim or OWL:

- Claim type is **Recall Campaign**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL725A**).
- In the Primary Failed Part Number field, enter **25-FL725-000**.
- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-0010A for 0.3 hours.
- The VMRS Component Code is **002-011-025** and the Cause Code is **A1 - Campaign**.
- **U.S. and Canada -- 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.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your claim in Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - Reimburse the customer the appropriate amount.

IMPORTANT: OWL 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.

U.S. and Canadian dealers, contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at DTNAConnect.com / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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U.S. and Canadian Dealers: 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. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian 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: Western Star Seat Belt Anchor Plates

For the Notice to U.S. Customers: This notice is sent to you in accordance with 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 Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Truck Sales Inc., has decided that a defect that relates to motor vehicle safety exists on specific Western Star 4900 and 5700 model vehicles manufactured March 22, 2013, through September 23, 2016, with Stratosphere sleeper cabs.

Certain D-ring seat belt anchorage points may not have adequate reinforcement. In the event of a crash the seat belt may not perform as expected thereby increase the risk of injury.

A reinforcement anchor plate will be installed at the D-Ring seat belt anchorage points on both the driver and passenger sides of the cab.

This is the second of two notices mailed regarding the subject of campaign FL725A. The final repair is ready and parts have been secured. Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com / Contact Us / Find a Dealer. The Recall will take approximately two hours and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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, or the Customer Assistance Center at (800) 385-4357 after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, 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, or the Customer Assistance Center at (800) 385-4357 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.

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Work Instructions

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Anchor Plate Installation

1. Check the base label (Form WAR259) for a completion sticker for FL725 (Form WAR260), indicating this work has been completed. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
 2. Park the vehicle on a level surface, shut down the engine and set the parking brake. Chock the tires.
- NOTE: Procedure shown for the right hand side of the vehicle. Repeat for the left hand side.
3. Slide the privacy curtain to the front. Remove the curtain rail, starting with the screws in the rear. See [Fig. 1](#).
 4. Remove and disconnect the sun visor. See [Fig. 2](#).

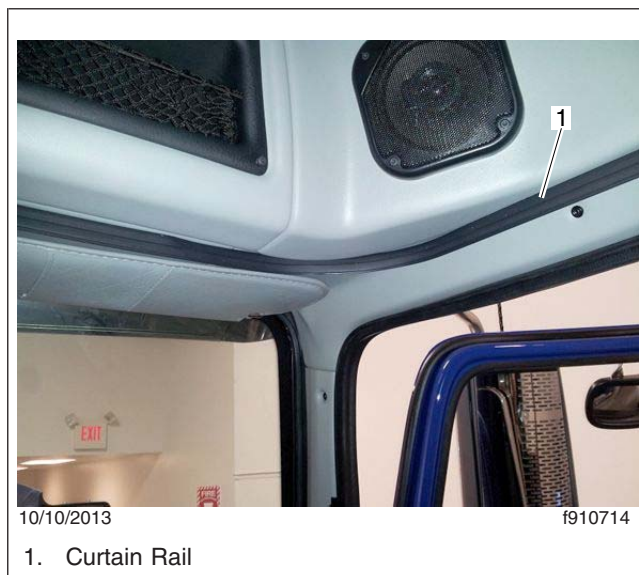


Fig. 1, Curtain Rail

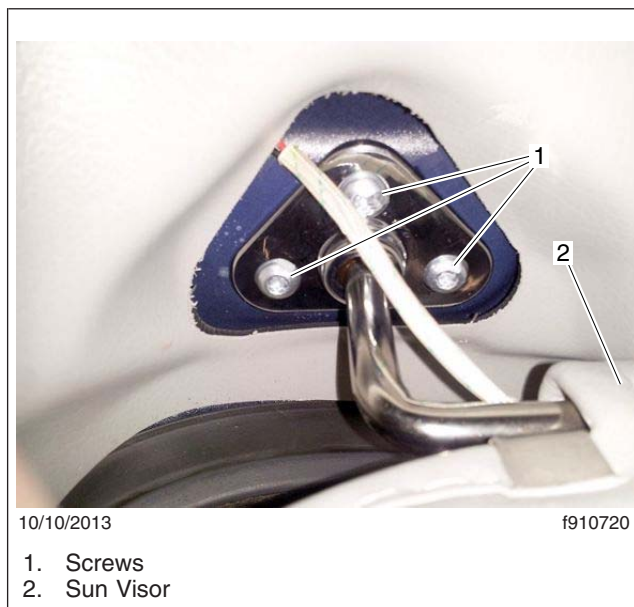


Fig. 2, Sun Visor Mounting

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5. Remove the A-pillar cover. See [Fig. 3](#).
6. Remove the screw that helps secure the overhead console, next to the windshield and the cantrail (upper trim panel). See [Fig. 4](#).
7. Remove the screws that attach the cantrail to the cab structure. Remove the cantrail and disconnect the speaker. See [Fig. 5](#).



Fig. 3, A-Pillar Cover Screws



Fig. 4, Overhead Console Screw

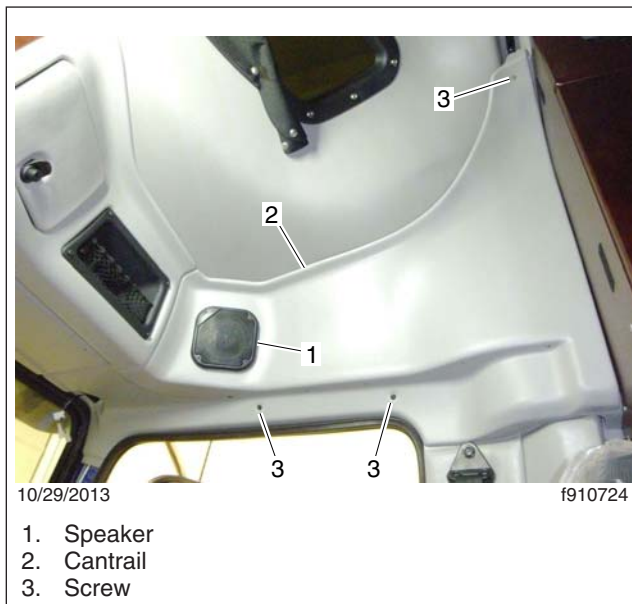


Fig. 5, Cantrail (Upper Trim Panel)

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8. Remove the bolt that secures the seat belt D-ring to the B-pillar. See [Fig. 6](#). Remove the seat belt from the B-pillar.
9. Remove the B-pillar cover screw ([Fig. 6](#), item 2), then move the cover to the side. See [Fig. 7](#).
10. Install the D-ring bolt through the anchor plate into the B-pillar. Align the plate so the top and bottom edges are horizontal, then using it as a guide, cut a square out of the foam covering the B-pillar to create a mounting location for the anchor plate. See [Fig. 8](#).
11. Remove the D-ring bolt, anchor plate, and square cut foam.



Fig. 6, Seat Belt Installation

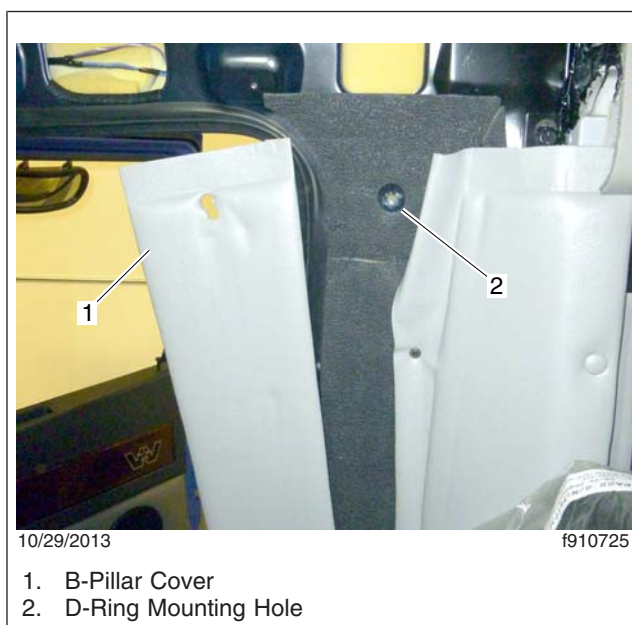


Fig. 7, B-Pillar Cover, Unfastened

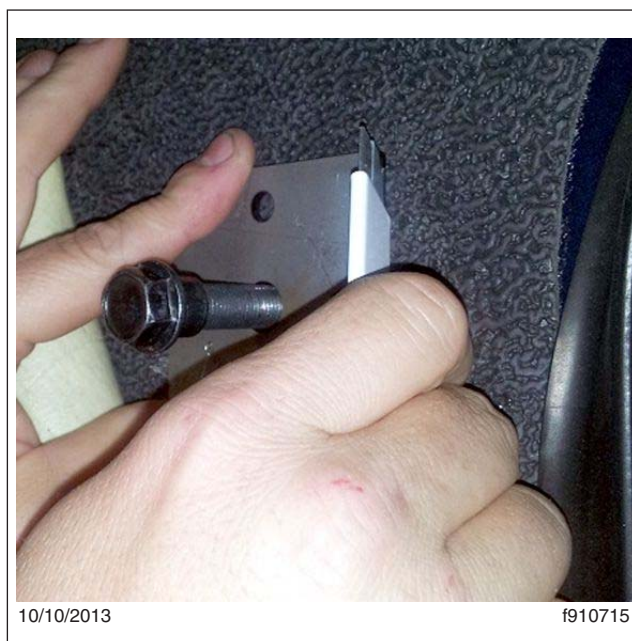


Fig. 8, Cutting for Anchor Plate

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NOTICE

Use care when cutting the foam not to damage any wiring that may be present.

12. Locate the foam-covered access hole in the steel panel below the anchor plate, and cut the foam to gain access to the back of the plate. See [Fig. 9](#).

IMPORTANT: For maximum strength, the anchor plate must be installed with the top and bottom edges horizontal.

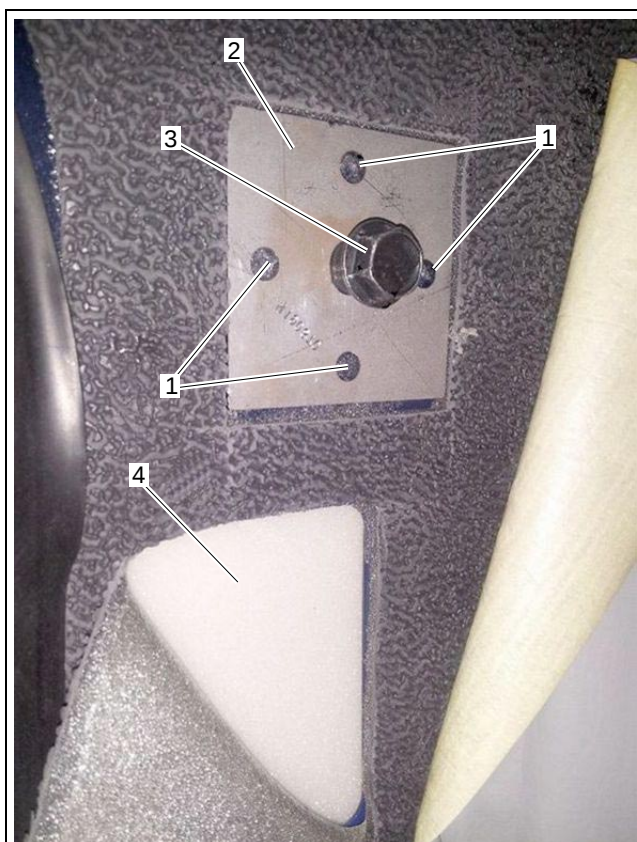
13. Insert the anchor plate and D-ring bolt into the newly cut square. Make sure the anchor plate is positioned with the top and bottom edges aligned horizontally, then using it as a template, drill the four holes in the anchor plate into the B-pillar panel (and the nutplate on the back side of the panel). See [Fig. 9](#).

14. Secure the anchor plate with 1/4-inch bolts on the outside and the nuts on the back side of the B-pillar panel. Tighten the bolts 70 lbf-in (800 N-cm).

15. Remove the D-ring bolt.

16. Move the B-pillar cover back into position. Install the B-pillar cover screw.

17. Insert the D-ring bolt through the seat belt D-ring and place the spacer over the bolt. Apply Loctite 271 to the exposed bolt threads. See [Fig. 10](#). Install the seat belt assembly on the B-pillar. Tighten the bolt 35 to 50 lbf-ft (47 to 68 N-m).



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|-----------------------------|----------------|
| 1. 1/4-inch Bolt Placements | 3. D-Ring Bolt |
| 2. Anchor Plate | 4. Access Hole |

Fig. 9, Anchor Plate and Access Hole



- | |
|------------------------|
| 1. Loctite Application |
| 2. Spacer |

Fig. 10, Seat Belt D-Ring Assembly

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Fig. 11, Cantrail Tabs

18. Connect the speaker. Pull the sun visor wiring out through the hole in the cantrail (upper trim panel). Install the cantrail. Ensure the two tabs hook behind the roof trim panel. See [Fig. 11](#).
19. Install the overhead console screw. See [Fig. 4](#) on page 7.
20. Install the A-pillar cover. See [Fig. 3](#) on page 7.
21. Connect the sun visor wiring and push the plug and wiring behind the cantrail. Install the sun visor. See [Fig. 2](#) on page 6.

NOTICE

Do not overtighten the curtain rail screws, as most of them are threaded into plastic parts only. Use handtools to prevent overtightening and stripping the threads.

22. Slide the privacy curtain to the front of the rail. Using hand tools to prevent stripping the threads, install the rail, starting with the screws in the front. See [Fig. 1](#) on page 6.
23. Repeat steps 3 through 22 for the left hand seat belt.
24. Clean a spot on the base label (Form WAR259). Write the campaign number, FL725, on a blank red completion sticker (Form WAR260) to indicate the work has been completed and attach it to the base label.