

October 2018  
FL784A  
NHTSA #18V-522  
Transport Canada #18-419

## Subject: ZF Pitman Arms

**Models Affected: Specific Freightliner Cascadia vehicles  
manufactured February 9, 2017, through July 27, 2018.**

### General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 187 vehicles involved in this campaign.

On certain vehicles, the pitman arm could have a reduced fatigue life which may cause a potential fracture. A fracture of the pitman arm could lead to loss of steering, increasing the risk of a crash.

The affected pitman arm will be replaced.

#### 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 and/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 FL784, 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 FL784

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
FL784A	N/A	PITMAN ARM,TAS85,NGC,MA,14.6K	14-20277-000	1 ea
		SCREW-CAP,HEX3/4-16X4.	23-09447-450	1 ea
		WASHER-FLAT,STEEL,HARDENED,3/4 IN	23-09114-004	1 ea
		NUT-HEX,LOCKING,3/4-16,ZINC ALUM,GR8	23-13833-212	1 ea
		PIN-COTTER,1 3/4 X 1/8	23-00800-407	1 ea
		BLANK 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
FL784A	Replace pitman arm	0.6	996-R053A	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 OWL:

- Claim type is **Recall Campaign**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL784-A**).
- In the Primary Failed Part Number field, enter **25-FL784-000**.
- 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 939-6010A for 0.3 hours.
- The VMRS Component Code is **015-004-013** 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 the 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 via Web inquiry at DTNACconnect.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.

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.

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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: ZF Pitman Arms**

**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 (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Cascadia vehicles manufactured February 9, 2017, through July 27, 2018.

On certain vehicles, the pitman arm could have a reduced fatigue life which may cause a potential fracture. A fracture of the pitman arm could lead to loss of steering, increasing the risk of a crash.

The affected pitman arm will be replaced.

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, go to [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately one hour 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](mailto: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](mailto: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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## Pitman Arm Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL784 (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. Place the front tires in the straight-ahead position. If possible, drive the vehicle in a straight line for a short distance, stopping where the work is to be done.
3. Shut down the engine, apply the parking brakes, and chock the tires.
4. Open the hood.

**IMPORTANT:** Do not move the tires from the straight-ahead position during removal or at any time while the drag link and pitman arm are removed.

5. Disconnect the drag link from the pitman arm, as follows:
  - 5.1 Remove the cotter pin and castle nut from the ball stud. See [Fig. 1](#).
  - 5.2 Using a ball-stud removal tool, remove the ball stud from the pitman arm.
  - 5.3 Check the ball-stud cover for damage. If necessary, replace the cover; see *New Cascadia Workshop Manual*, **Section 46.06, Subject 120**.
6. Disconnect the pitman arm from the steering gear sector shaft, as follows:
  - 6.1 Remove and discard the pinch bolt, washer, and nut from the pitman arm.
  - 6.2 Using a suitable puller, remove the pitman arm.

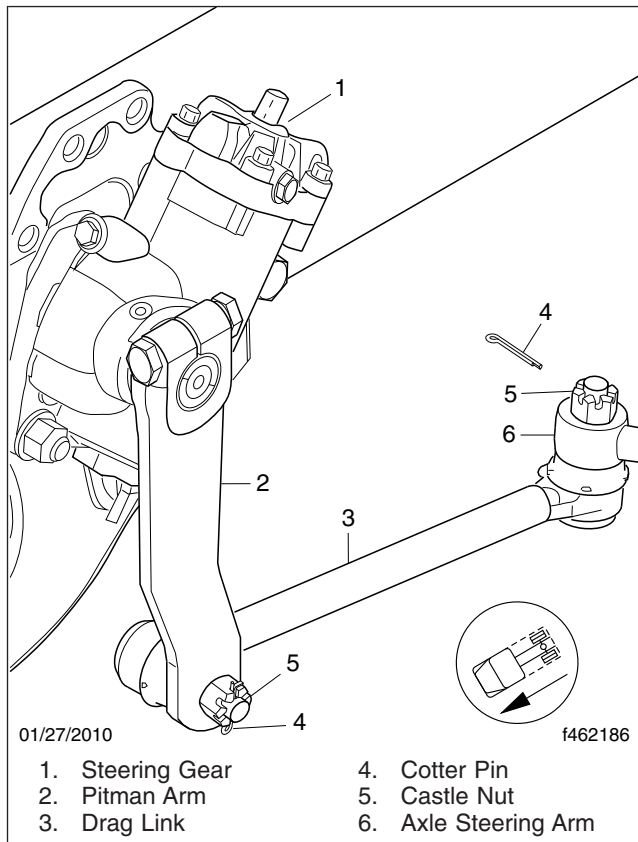
### **WARNING**

**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.**

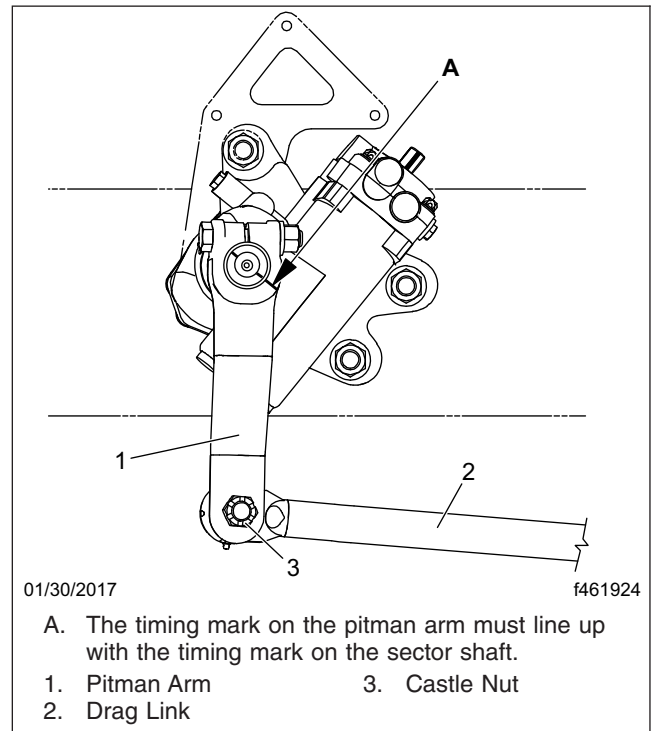
**NOTE:** The pitman arm may not fit over the splines on the sector shaft without spreading the slot in the arm. Use a ball-peen hammer to drive a chisel into the slot. Hold the chisel in place. Install the pitman arm on the sector shaft. Remove the chisel from the slot.

7. Install the new pitman arm.
  - 7.1 Position the pitman arm on the steering gear, aligning the timing mark as shown in [Fig. 2](#).
  - 7.2 Using a new pinch bolt, nut, and washer, attach the pitman arm to the steering gear sector shaft.
  - 7.3 Tighten the nut (3/4–16) 190 lbf-ft (260 N·m).
  - 7.4 Apply torque seal, OGP F900WHITE, to the exposed bolt threads and the nut to indicate the fasteners have been properly tightened.
8. Turn the steering wheel as needed to align the hole in the lower end of the pitman arm with the forward ball stud. Insert the ball stud in the pitman arm from the inboard side. Install the castle nut.

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**Fig. 1, Drag Link Assembly**



**Fig. 2, Pitman Arm**

**IMPORTANT:** Do not back off the castle nut to align it with the cotter pin hole.

9. Tighten the ball stud castle nut (3/4–16) 90 to 170 lbf-ft (122 to 230 N-m).

## **! WARNING**

**Install and lock new cotter pins in the ball studs and nuts. Failure to do so could result in disengagement of the components, causing loss of steering control, which could result in personal injury and property damage.**

10. Install and lock a new cotter pin in the ball stud and nut.

11. Check the vehicle maintenance manual to determine if lubrication of the drag link is required. If so, follow the instructions in the maintenance manual.

12. Close the hood.

13. Clean a spot on the base label (Form WAR259), write the recall number, FL784, on a blank red completion sticker (Form WAR260), and attach it to the base label to show this work has been completed.