

November 2018
FL773A
NHTSA #18V-351
Transport Canada #18-283

Subject: Lowmax Brake Hoses

Models Affected: Specific Western Star 4900 model vehicles manufactured February 23, 2011, through June 5, 2018, with front air disc brakes.

General Information

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

There are approximately 997 vehicles involved in this campaign.

On certain vehicles, the clearance between the hood and the front brake hose may not be adequate. Articulation of the suspension and relative movement of the hood could lead to chafing of the front brake hose, resulting in a possible air leak. A damaged brake hose may lead to reduced brake effectiveness, increasing the risk of a crash.

A bracket will be installed and the brake hose rerouted. The brake hose will also be inspected for damage and replaced as necessary.

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 FL773, 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.

November 2018
FL773A
NHTSA #18V-351
Transport Canada #18-283

Table 1 - Replacement Parts for FL773

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Vehicle
FL773A	N/A	BRKT-STDF,Z,11 GA CS,25.4	23-13514-019	2 ea
		SCREW-CAP,HEX1/4-20X1	23-10742-175	2 ea
		NUT-HEX,FLANGE,LOCK,1/4-20,ZINC/	23-13861-104	2 ea
		WASHER-0.69X1.31X.177,YLW ZN,STE	23-09114-000	2 ea
		TIE STRAP	TYC DCT110HIR	2 ea
		CLAMP-HOSE,SGL,CUSH,	23-11357-004	2 ea
		BOLT-HEX,FLANGE HEAD-SCREW,8M	23-13345-020	2 ea
		NUT	DDE N000000003175	2 ea
		STRAP-TIE, STUD MNT	23-12115-001	2 ea
		NUT-HEX,LKG,ZNAL,BK,M16X1.5	23-14072-116	2 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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL773A	Install bracket, inspect/replace and reroute hose	0.3	996-R044A	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 (**FL773-A**).
- In the Primary Failed Part Number field, enter **25-FL773-000**.
- In the Parts field, enter the appropriate kit and/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 **013-007-019** and the Cause Code is **A1 - Campaign**.

November 2018
FL773A
NHTSA #18V-351
Transport Canada #18-283

- **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 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.

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.

November 2018
FL773A
NHTSA #18V-351
Transport Canada #18-283

Copy of Notice to Owners

Subject: Lowmax Brake Hoses

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 wholly owned subsidiary, Western Star Truck Sales, has decided that a defect that relates to motor vehicle safety exists on specific Western Star 4900 model vehicles manufactured February 23, 2011, through June 5, 2018, with front air disc brakes.

On certain vehicles, the clearance between the hood and the front brake hose may not be adequate. Articulation of the suspension and relative movement of the hood could lead to chafing of the front brake hose, resulting in a possible air leak. A damaged brake hose may lead to reduced brake effectiveness, increasing the risk of a crash.

A bracket will be installed and the brake hose rerouted. The brake hose will also be inspected for damage and replaced as necessary.

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. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately a half 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, 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

November 2018
FL773A
NHTSA #18V-351
Transport Canada #18-283

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.

November 2018
FL773A
NHTSA #18V-351
Transport Canada #18-283

Work Instructions

Subject: Lowmax Brake Hoses

Models Affected: Specific Western Star 4900 model vehicles manufactured February 23, 2011, through June 5, 2018, with front air disc brakes.

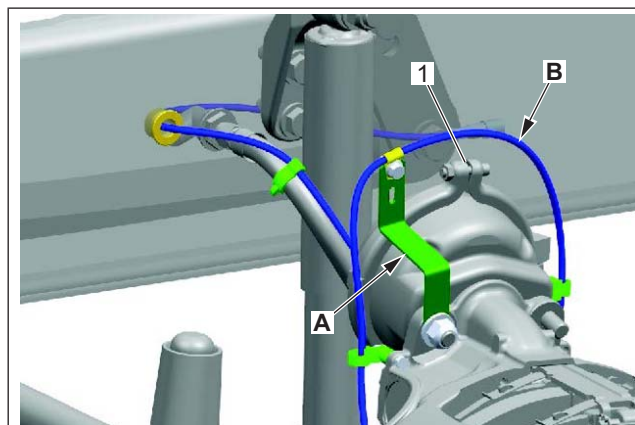
Brake Hose Procedure

1. Check the base label (Form WAR259) for a completion sticker for FL773 (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 apply the parking brake. Chock the tires.

DANGER

When working on the vehicle, shut down the engine, set the parking brake, and chock the tires. Before working under the vehicle, always place jack stands under the frame rails to ensure the vehicle cannot drop. Failure to follow these steps could result in serious personal injury or death.

3. Drain the air from the air system.
4. Disconnect the brake hose from the bulkhead connector on the chassis-side of the brake hose.
5. Disconnect the brake hose from the 90 degree fitting on the brake chamber-side of the brake hose.
6. Remove the brake chamber nut on the brake-hose side of the chamber and discard the nut.
7. Using a new nut, install the new bracket. Ensure that the bracket does not contact the brake chamber band clamp. See [Fig. 1](#). Tighten the nut 125 to 140 lbf·ft (169 to 190 N·m).



07/18/2018

f422651

- A. The bracket must be installed so that it does not contact the brake chamber band clamp.
 - B. Leave 1 to 2 inches (25 to 51 mm) of slack in the antilock brake system (ABS) cable to ensure it does not contact the brake chamber band clamp.
1. Brake Chamber Band Clamp

Fig. 1, Installing the New Bracket

November 2018
FL773A
NHTSA #18V-351
Transport Canada #18-283

8. Rotate the fitting so that it faces straight down as shown in **Fig. 2**.
9. Inspect the brake hose for damage and replace the hose if needed. Damage could include chaffing, cuts, or holes.
10. Install the brake hose on the 90 degree fitting as shown in **Fig. 2**.
11. Connect the brake hose on the bulkhead connector on the chassis side.
12. Using hose clips, route the ABS cable along the brake hose as shown in **Fig. 3**

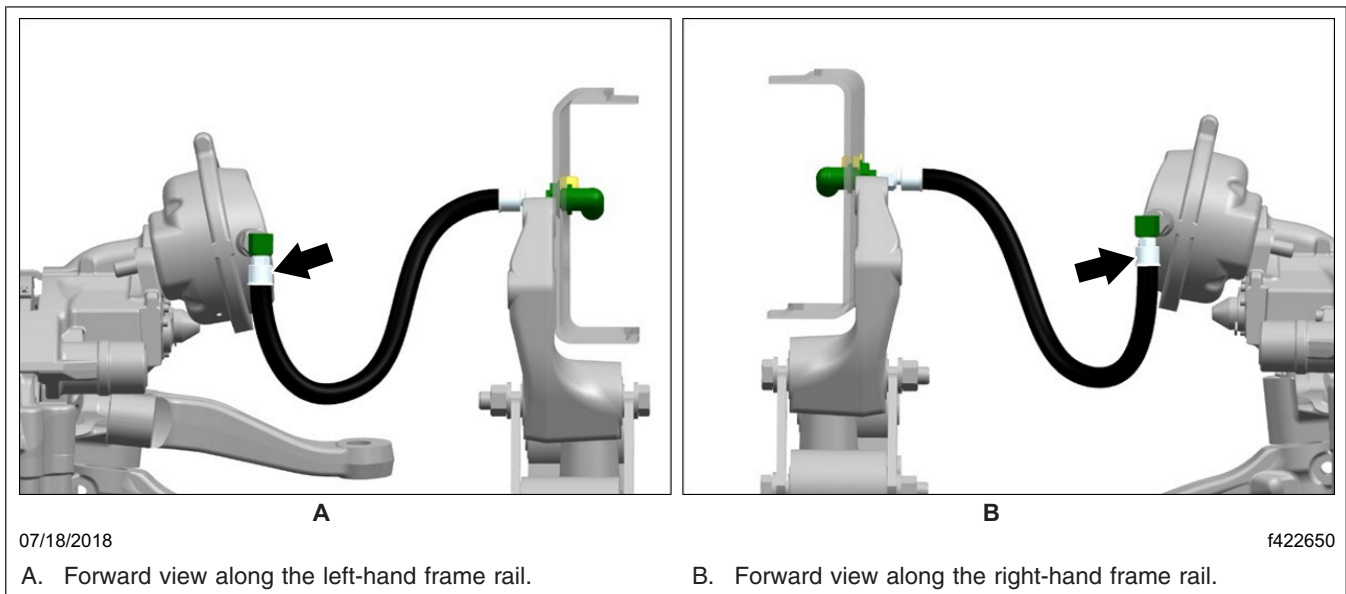


Fig. 2, 90 Degree Fitting, Facing Straight Down

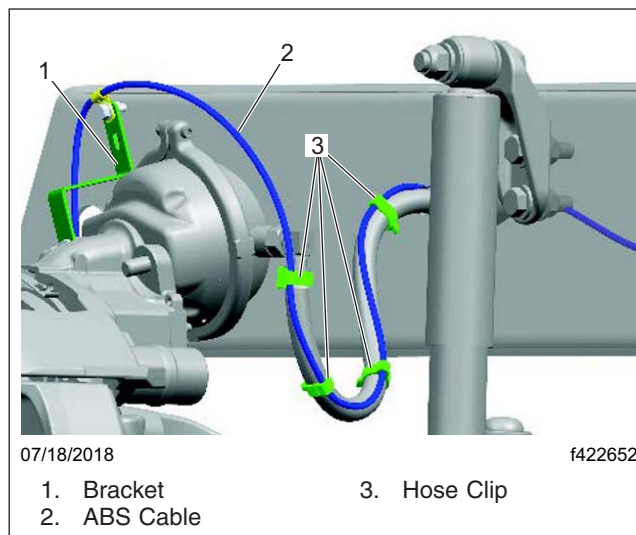


Fig. 3, Routing the ABS Cable

13. Build air pressure and check for air leaks while operating the front brakes.
14. Clean a spot on the base label (Form WAR259), write the recall number, FL773, on a red completion sticker (Form WAR260), and attach it to the base label, indicating this work has been completed.