

November 2020
FL864A
NHTSA #20V-634
Transport Canada #2020-481

Subject: Tire Rating Labels

Models Affected: Specific Model Year 2020-2021 Freightliner 108SD, 114SD, and Coronado vehicles; Western Star 4700, and 4900 vehicles manufactured April 26, 2019, through March 9, 2020.

General Information

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

On certain vehicles, the Gross Axle Weight Rating (GAWR) on the certification label lists an incorrect higher capacity of the tires, which can lead to possible overloading of the tires and increase the likelihood of a crash.

The certification label will be replaced with a new one indicating the correct GAWR for the tires.

IMPORTANT: Advance arrangements are required. When a customer contacts you regarding this Recall, place an order for the certification label.

There are approximately 56 vehicles involved in this campaign.

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 vehicle(s) involved in campaign number FL864, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL864

Campaign Number	Part Type	Part Description	Part Number	Qty. per Kit
FL864A	OTHER	Certification Label	24-01810-001	1 ea
		BLANK COMPLETION STICKER	WAR260	1 ea

Table 1

Label Ordering:

- Login to DTNAConnect portal.

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- Under “DTNACONNECT RESOURCES” on the left side of the homepage, expand the “Service and References” list, and click on “Request for Certification Label or OWI”. See Fig. 1. A page titled “Request for Replacement Vehicle Documentation” will open.

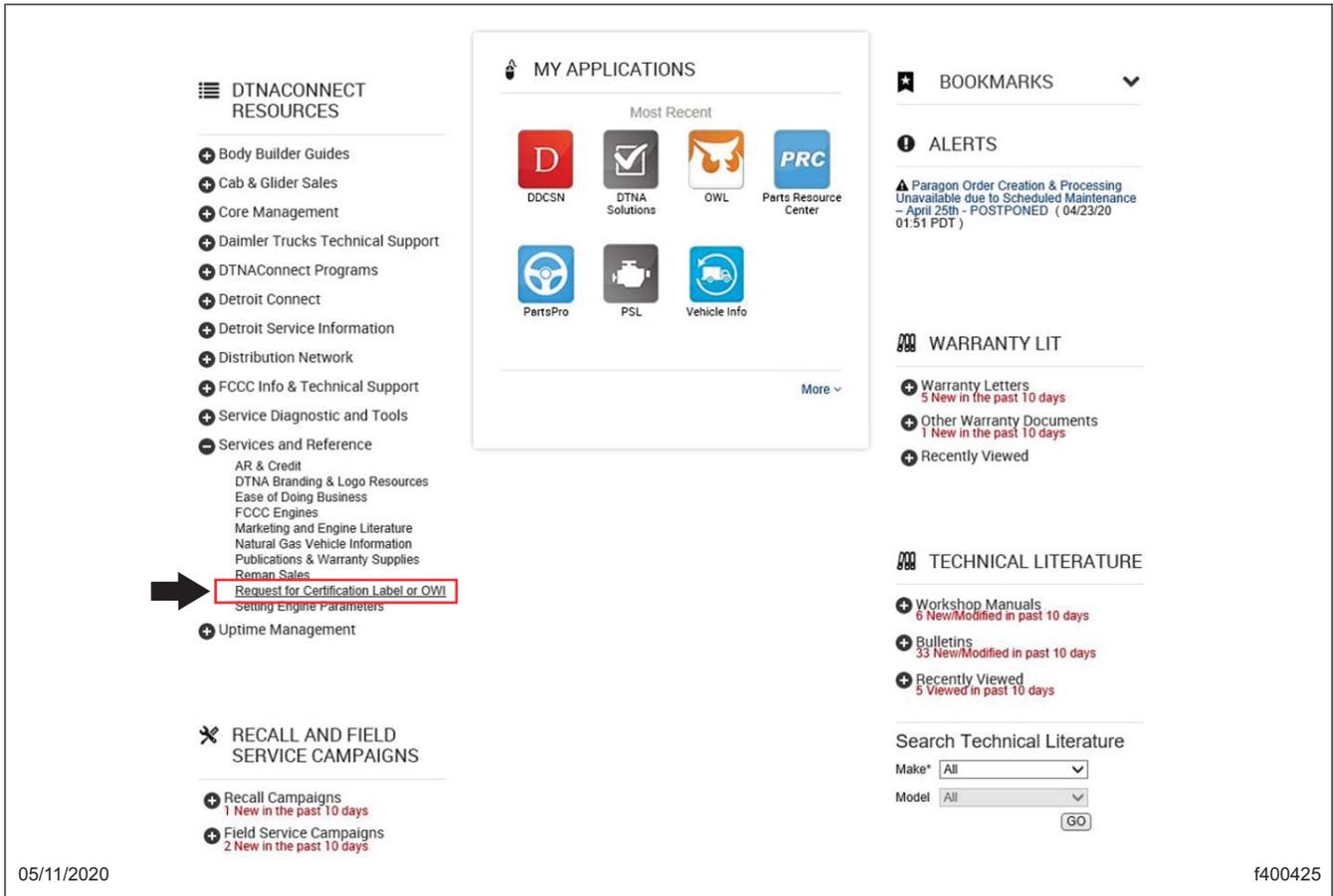


Fig. 1, DTNACONNECT Homepage

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- Enter the vehicle identification number (VIN), and select “Certification Label Request”. Enter dealer code in the ‘Company Code’ box. See [Fig. 2](#).

Request for Replacement Vehicle Documentation

* - indicates required field

Important: This Certification Label request only supports Freightliner, FCCC, Western Star and Sterling products. All other products need to be referred to the specific manufacturer.

To request a certification label or incomplete vehicle label please complete the below information in this form. When completed, click Review, then Submit.

All certification labels will be shipped 2nd day air from DTNA Print Center. Price of the shipping will be included in the \$50 fee.

A fee of \$20 will be applied to certification labels shipped Next Day Air.

A → Certification Label Request - \$50 fee

Incomplete Vehicle Label - \$50 fee

B →

DEALER INFORMATION

IMPORTANT: Address provided MUST be that of the DEALERSHIP/AUTHORIZED REPAIR LOCATION, NOT that of the Customer.

C →

NVIS Requests

Canadian Dealers - Please see the Applications area of the main page to access the eNVIS application link.

US Dealers - Please contact Sandy.Hill@Daimler.com to request a NVIS form. (Note: Please contact Sandy **only for NVIS form requests** and not for other documentation needs.)

Owner's Warranty Information booklets

To request an Owner's Warranty Information booklet, please submit a **Warranty Support Center** ticket. Thank you.

HOW TO OBTAIN A GVWR LABEL

DTNA does not provide GVWR certification labels for modifid vehicles. For assistance in obtaining a GVWR certification label for a vehicle that has had the GVWR changed or modified, contact the National Truck Equipment Association (NTEA) in the U.S. in Canada, contact the Canadian Transportation Equipment Association (CTEA). See information below

USA - National Truck Equipment Association (NTEA)

- Phone: (800) 441-6832
- Email: info@ntea.com

Canada - Canadian Transportation Equipment Association (CTEA)

- Phone: (519) 631-0414
- Email: transportation@ctea.on.ca

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A. Select "Certification Label Request".

B. Enter the VIN.

C. Enter the dealer code.

Fig. 2, Request for Replacement Vehicle Documentation

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- Enter the text “For Recall FL864” in the “ADDITIONAL INFORMATION FOR CERTIFICATION LABEL REQUEST” box below. Then click on “Review”, and submit the request. See [Fig. 3](#).

State/Province, *

Office Hours

From

To

Zip *

Purchase Order Number (PO#)

ADDITIONAL INFORMATION FOR CERTIFICATION LABEL REQUEST

Reason for Certification Label Request

For Recall FL847

Was the vehicle wrecked? *

Yes No

CANCEL REVIEW

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A. Enter “For Recall FL864” in the text box. B. Click on “Review”.

Fig. 3, Reason for Certification Label Request

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
FL864A	Replace Certification Label	0.3	996-R117A	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.

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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 Campaign field, enter the campaign number and appropriate condition code (**FL864-A**).
- In the Primary Failed Part Number field, enter **25-FL864-000**.
- In the Parts field, enter the appropriate part number as shown in the Replacement Parts Table and claim as part type 'OTHER'.
- 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 **F99-999-005** 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 DTNAConnect.com / WSC, 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.

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Copy of Notice to Owners

Subject: Tire Rating Labels

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 requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may be non-compliant with the requirements of the Motor Vehicle Safety Regulations and that the non-compliance could affect the safety of a person.

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a non-compliance defect that relates to motor vehicle safety exists on specific Model Year 2020-2021 Freightliner 108SD, 114SD, and Coronado vehicles; Western Star 4700 and 4900 vehicles manufactured April 26, 2019, through March 9, 2020.

On certain vehicles, the Gross Axle Weight Rating (GAWR) on the certification label lists an incorrect higher capacity of the tires, which can lead to possible overloading of the tires and increase the likelihood of a crash. **IMPORTANT:** Advance arrangements are required for this Recall in order to ensure labels are available for your vehicle at the dealership.

The certification label will be replaced with a new one indicating the correct GAWR for the tires.

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 one half hour and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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.

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. **For the Notice to U.S. Customers:** 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 wish to submit a complaint about this recall, you can contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (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

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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

Subject: Tire Rating Labels

Models Affected: Specific Model Year 2020-2021 Freightliner 108SD, 114SD, and Coronado vehicles; Western Star 4700, and 4900 vehicles manufactured April 26, 2019, through March 9, 2020.

Label Replacement Procedure - FL864

On certain vehicles, the Gross Axle Weight Rating (GAWR) on the federal motor vehicle safety standard (FMVSS) certification label lists an incorrect higher capacity for the tires, which can lead to possible overloading of the tires and increase the likelihood of a crash.

The FMVSS certification label will be replaced with a new one indicating the correct GAWR for the tires.

Freightliner 108SD, 114SD, and Coronado Vehicles

1. Check the base label (Form WAR259) for a completion sticker for FL864 (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 completion sticker is present, no work is needed. If a completion sticker is not present, continue with the next step.
2. Park the vehicle on a level surface, apply the parking brakes, and shut down the engine. Chock the tires.

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3. Open the driver side door and locate the FMVSS certification label **Fig. 4** attached to the B-pillar **Fig. 5**.

	MANUFACTURED BY: DAIMLER TRUCKS N.A. LLC	GAWR/PNBE	GAWR/PNBE	TIRES	RIMS	KPA	PSI	"S"
	DATE OF MFR: 07/15	KGS	LBS			COLD	COLD	
	GVWR/PNBV-KG: 23,587	FRONT AXLE: 5,443	12,000	275/80R22.5(G)	22.5X8.25	758	110	S
	GVWR/PNBV-LBS: 52,000	1ST INT AXLE: 9,072	20,000	445/50R22.5(L)	22.5X14.0	827	120	S
	THIS VEHICLE COMPLIES WITH ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT AT THE DATE OF MANUFACTURE SHOWN ABOVE.	2ND INT AXLE:						
	VEHICLE ID NO: 1FUJGBDV4GLZZ9999	3RD INT AXLE:						
	TYPE: TRUCK/TRACTOR TT/CT	4TH INT AXLE:						
	COUNTRY OF ORIGIN: U.S.A.	5TH INT AXLE:						
		6TH INT AXLE:						
		REAR AXLE: 9,072	20,000	445/50R22.5(L)	22.5X14.0	827	120	S
08/31/2020								f080199

Fig. 4, Freightliner FMVSS Certification Label Example

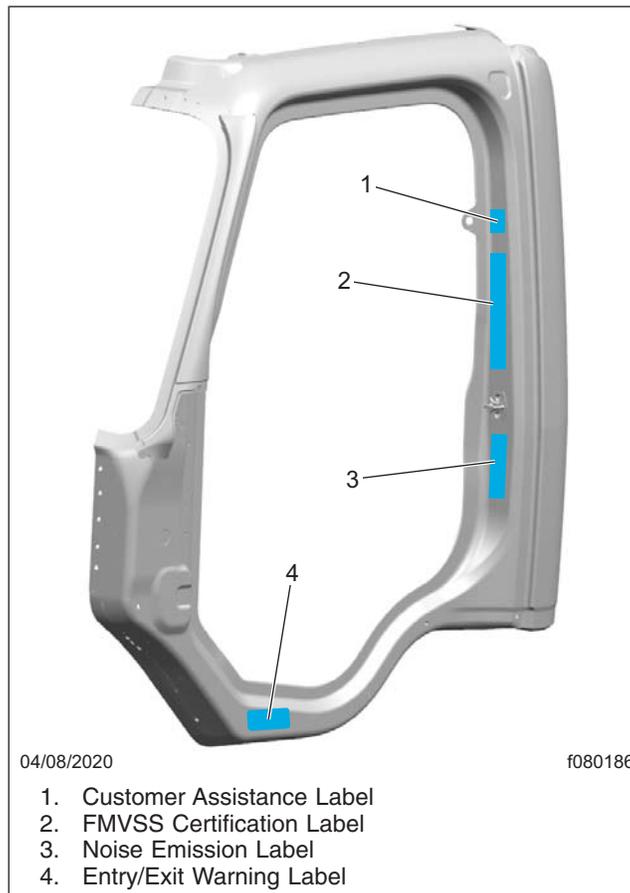


Fig. 5, Approximate Component Label Location

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4. Locate the new FMVSS certification label. See **Fig. 6** for the location of this label on label sheet.

Make sure the VIN on the current FMVSS certification label matches the VIN on the new FMVSS certification label.

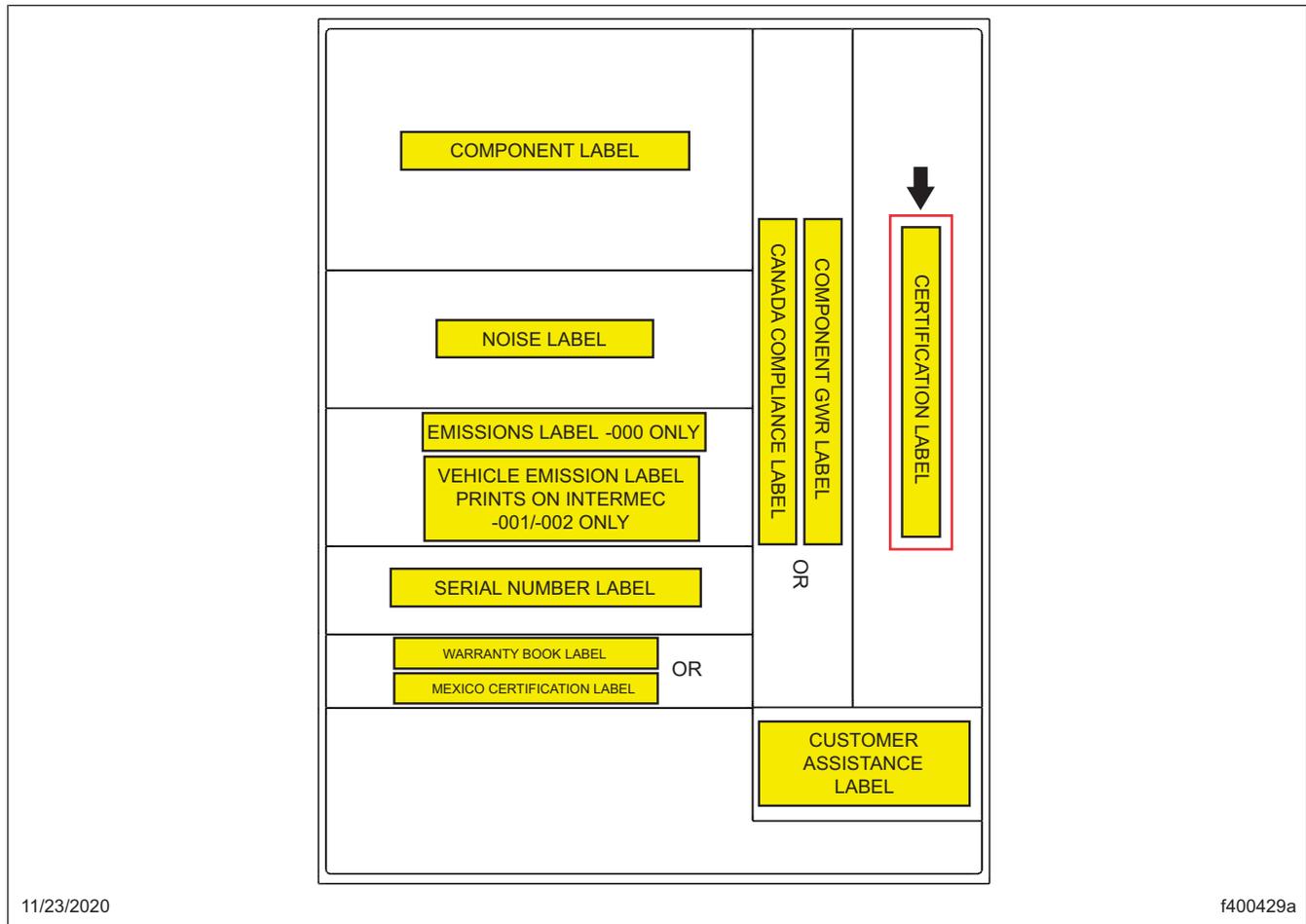


Fig. 6, FMVSS Certification Label Location, Recall Kit, Freightliner

NOTICE

NOTICE: Care should be taken while removing the label. Do not damage the paint.

5. Remove the current FMVSS certification label by peeling the clear topcoat label off, and then remove the white base label.
6. Clean the adhesive residue from the label location.
7. Ensure that the area on the B-pillar is clean and dry, then affix the new FMVSS certification label with the correct GAWR on it.
8. Affix a new clear topcoat label over the new FMVSS certification label.
9. Clean a spot on the base label (Form WAR259), write recall number FL864 on a blank red completion sticker (Form WAR260), and attach it to the base label.

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10. If the vehicle was certified by a body builder based on the previous GAWR listed on the FMVSS certification label, it will need to be recertified by the body builder based on the current GAWR rating.

Western Star 4700 and 4900 vehicles

1. Check the base label (Form WAR259) for a completion sticker for FL864 (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 completion sticker is present, no work is needed. If a completion sticker is not present, continue with the next step.
2. Park the vehicle on a level surface, apply the parking brakes, and shut down the engine. Chock the tires.

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3. Open the driver side door and locate the FMVSS certification label **Fig. 7** attached to the B-pillar **Fig. 8**.

	MANUFACTURED BY: DAIMLER TRUCKS N.A. LLC	GAWR/PNBE	GAWR/PNBE	TIRES	RIMS	KPA	PSI	"S"	
	DATE OF MFR: 04/19	KGS	LBS			COLD	COLD		
	GVWR/PNBV-KG: 24,140	FRONT AXLE: 5,996	13,220	11R22.5(H)	22.5X8.25	827	120	S	
	GVWR/PNBV-LBS: 53,220	1ST INT AXLE: 9,072	20,000	11R22.5(G)	22.5X8.25	724	105	D	
	THIS VEHICLE COMPLIES WITH ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT AT THE DATE OF MANUFACTURE SHOWN ABOVE.	2ND INT AXLE:							
	VEHICLE ID NO: XXXXXXXXXXXXXXXXX	3RD INT AXLE:							
	CAN ICES-2 TYPE: TRUCK/TRACTOR TT/CT	4TH INT AXLE:							
	/NMB-2 COUNTRY OF ORIGIN: U.S.A.	5TH INT AXLE:							
		6TH INT AXLE:							
		REAR AXLE: 9,072	20,000	11R22.5(G)	22.5X8.25	724	105	D	
08/03/2020								f080206	

Fig. 7, Western Star FMVSS Certification Label Example

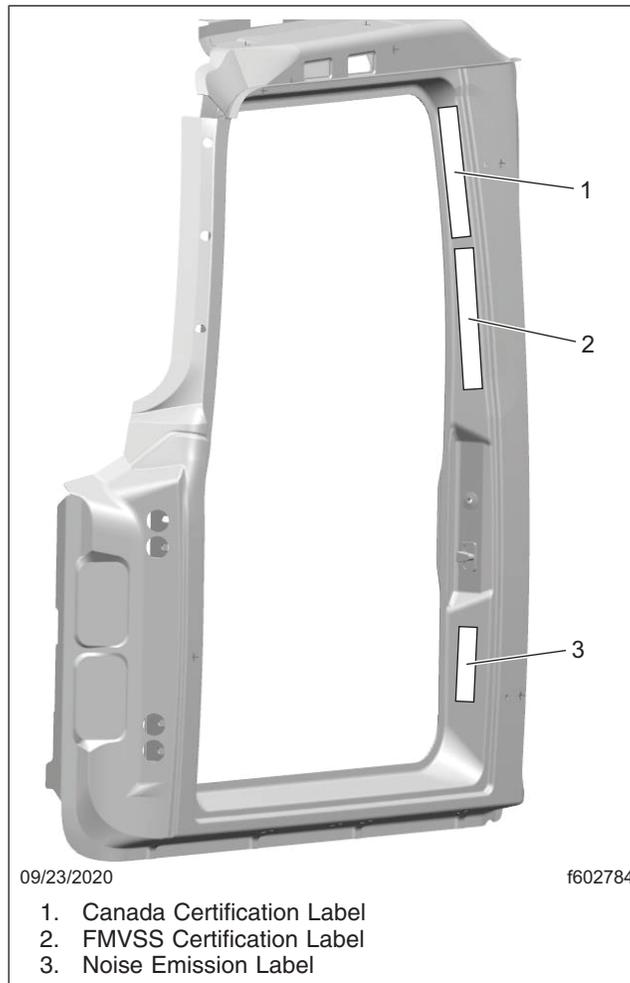


Fig. 8, Western Star Driver's Door B-Pillar Labels

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4. Locate the new FMVSS certification label. See **Fig. 9** for label location on label sheet.

Make sure the VIN on the current FMVSS certification label matches the VIN on the new FMVSS certification label.

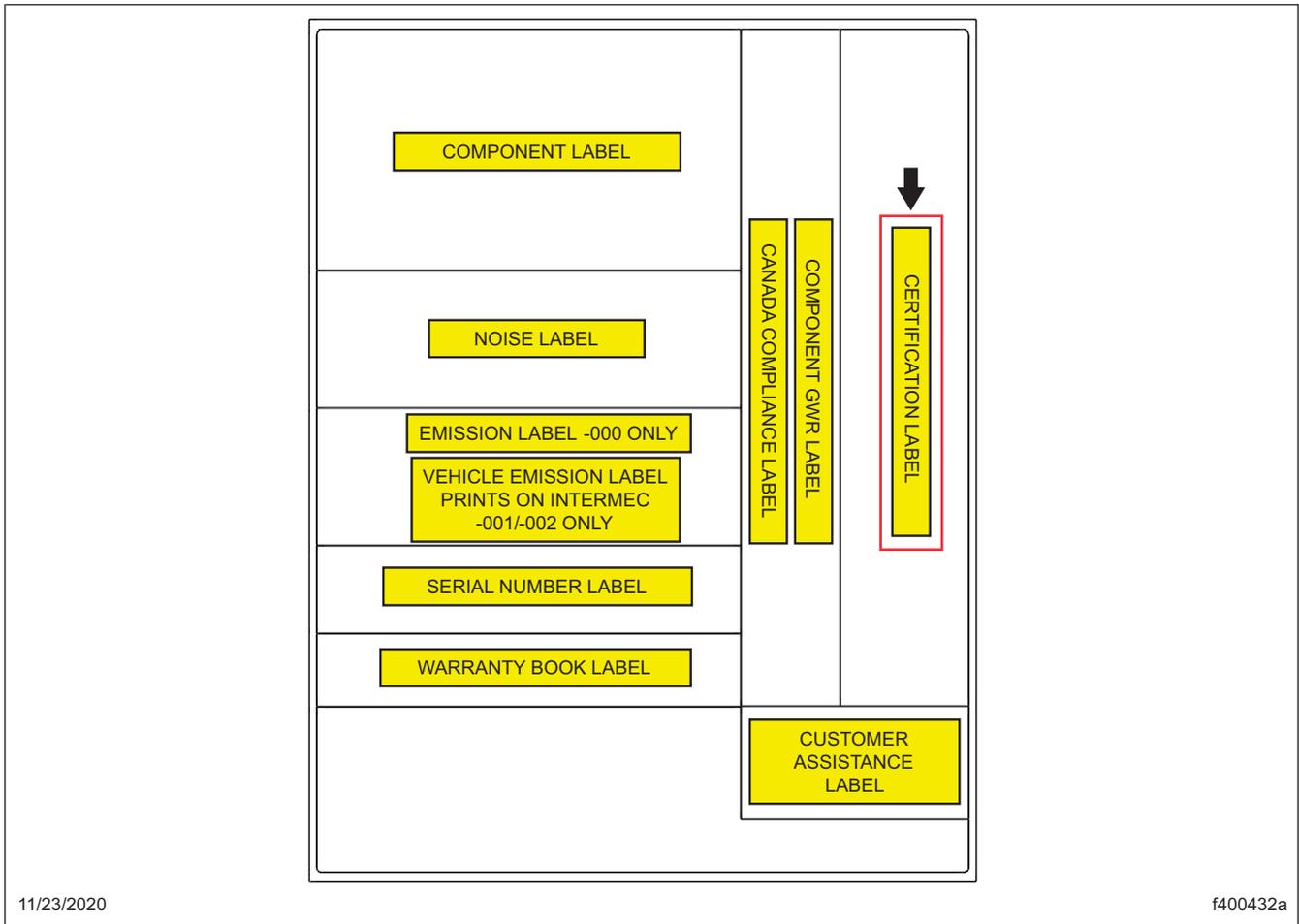


Fig. 9, FMVSS Certification Label Location, Recall Kit, Western Star

NOTICE

NOTICE: Care should be taken while removing the label. Do not damage the paint.

5. Remove the current FMVSS certification label by peeling the clear topcoat label off, and then remove the white base label.
6. Clean the adhesive residue from the label location.
7. Ensure that the area is clean and dry, then affix the new FMVSS certification label with the correct GAWR on it.
8. Affix a new clear topcoat label over the new FMVSS certification label.
9. Clean a spot on the base label (Form WAR259), write recall number FL864 on a blank red completion sticker (Form WAR260), and attach it to the base label.
10. If the vehicle was certified by a body builder based on the previous GAWR listed on the FMVSS certification label, it will need to be recertified by the body builder based on the current GAWR rating.