

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

Subject: Western Star Hood Side Intake Cover

Models Affected: Specific model years 2020-2023 Western Star 47X, 49X and 57X vehicles manufactured March 19, 2019, through April 1, 2022.

General Information

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

On the affected vehicles, the hood side intake stainless steel cover may loosen and detach causing a road hazard, which can increase the risk of a crash.

Side intake covers will be removed and replaced with new parts accordingly. **The failure rate of the intake cover missing is less than three percent. Please do not pre-order the intakes before inspecting the vehicles.**

There are approximately 3,181 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 FL925, 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 FL925

Campaign Number	Part Description	Part Number	Qty per Air Intake.
FL925AB Air Intake Riveting	053-007-014, RIVET	23-10000-601	3 ea
	WASHER-FLAT SST 8	23-10900-028	3 ea
	RETAINER-PUSH-ON,ROUND PART	AUV 8868	3 ea
	BADGE-AIR INTAKE,WST	A22-75682-003	1 ea
	TIE STRAP-W FIR TREE MOUNT	23-13482-001	1 ea
FL925A Air Intake Replacement	INTAKE-AIR,HD MTD,WST,LH,LI	A17-21823-004	1 ea
	INTAKE-AIR,HD MTD,WST,RH,L	A17-21823-005	1 ea
FL925B Air Intake Replacement	INTAKE-AIR,HD MTD,WST,LH,BLANK	A17-21823-006	1 ea
	INTAKE-AIR,HD MTD,WST,RH,BLANK	A17-21823-007	1 ea
FL925AB	BLANK COMPLETION STICKER	WAR260	1 ea

Table 1

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

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
FL925AB	Replace both air intake	0.3	996-R148A	12-Repair Recall/Campaign
	Both air intake rivet install	1.0	996-R148B	12-Repair Recall/Campaign
	One air intake replaced and riveted	0.8	996-R148C	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 Campaign field, enter the campaign number and appropriate condition code (**FL925-A**).
- In the Primary Failed Part Number field, enter **25-FL925-000**.
- 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 **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.

**August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171**

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.

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

Copy of Notice to Owners

Subject: Western Star Hood Side Intake Cover

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 contain a defect that could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific model years 2020-2023 Western Star 47X, 49X and 57X vehicles manufactured March 19, 2019, through April 1, 2022.

On the affected vehicles, the hood side intake stainless steel cover may de-bond and fall during operation causing road debris, and increasing the risk of a crash.

Side intake covers will be removed and replaced with new parts accordingly. Repairs will be performed by Daimler Truck North America authorized service facilities.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. The Recall will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us/>. Scroll down to "Locate a Dealer," and select the appropriate brand. 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 in the postage-paid envelope 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@daimlertruck.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

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

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 Truck 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 Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

Work Instructions

Subject: Western Star Hood Side Intake Cover

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Side Air Intake Cover Removal and Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL925 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Check if either of the chrome side air intake covers are missing.
 - If both the side air intake covers are missing:
 - Use the parts list (see [Table 1](#)) and repair for 996-R148A (see [Table 2](#)).
 - Order the side air intake assembly from the parts distribution center (PDC) and replace both the side air intake assemblies. For instructions to replace the air intake assembly, see steps 4 through 9. Do not rivet any new air intakes.
 - Attach a campaign completion sticker. For detailed instructions, go to step 31.
 - If both the side air intake covers are intact (not missing):
 - Use the parts list (see [Table 1](#)) and repair for 996-R148B (see [Table 2](#)).
 - Install the rivets as instructed in steps 4 through 31.
 - If any one side air intake cover is missing and the other is intact:
 - Order the required air intake assembly (LH or RH) and replace the particular air intake assembly. For instructions to replace the air intake assembly, see steps 4 through 9. Do not rivet the new air intake.
 - On the air intake which has the side air intake cover intact, use the parts list (see [Table 1](#)) and repair for 996-R148C (see [Table 2](#)).
 - Install the rivets as instructed in steps 4 through 31.
4. Open the hood and lock the hood tilt-assist strut, if so equipped.
5. Of the four screws that attach the side air intake cover to the hood, first remove the two screws that are located inside the hood. See [Fig. 1](#).

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

5. Of the four screws that attach the side air intake cover to the hood, first remove the two screws that are located inside the hood. See **Fig. 1**.
6. Unlock the hood tilt-assist strut, if so equipped, then close the hood.
7. Remove the two screws located outside of the hood that attach the side air intake cover. See **Fig. 2**.

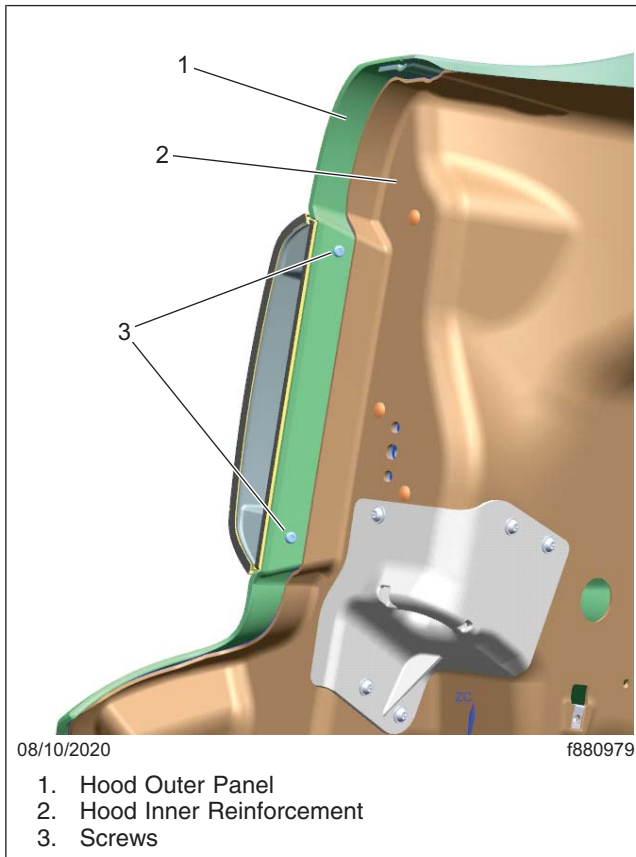


Fig. 1, Inner Screws, Left Hand Side Air Intake

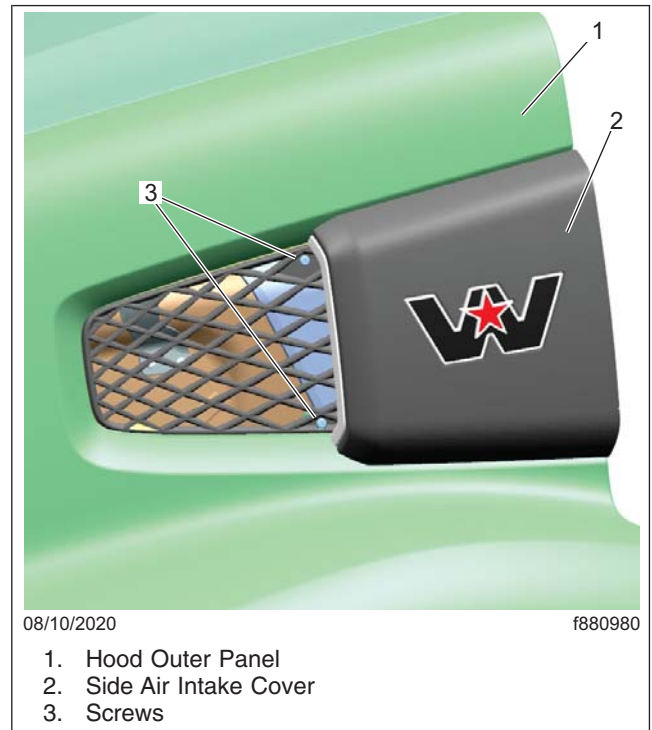


Fig. 2, Left Hand Side Air Intake Cover

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

8. Create a 30-degree opening between the trailing edge of the intake and the hood to release the tabs at the leading edge. See **Fig. 3**. Remove the side air intake cover from the vehicle.

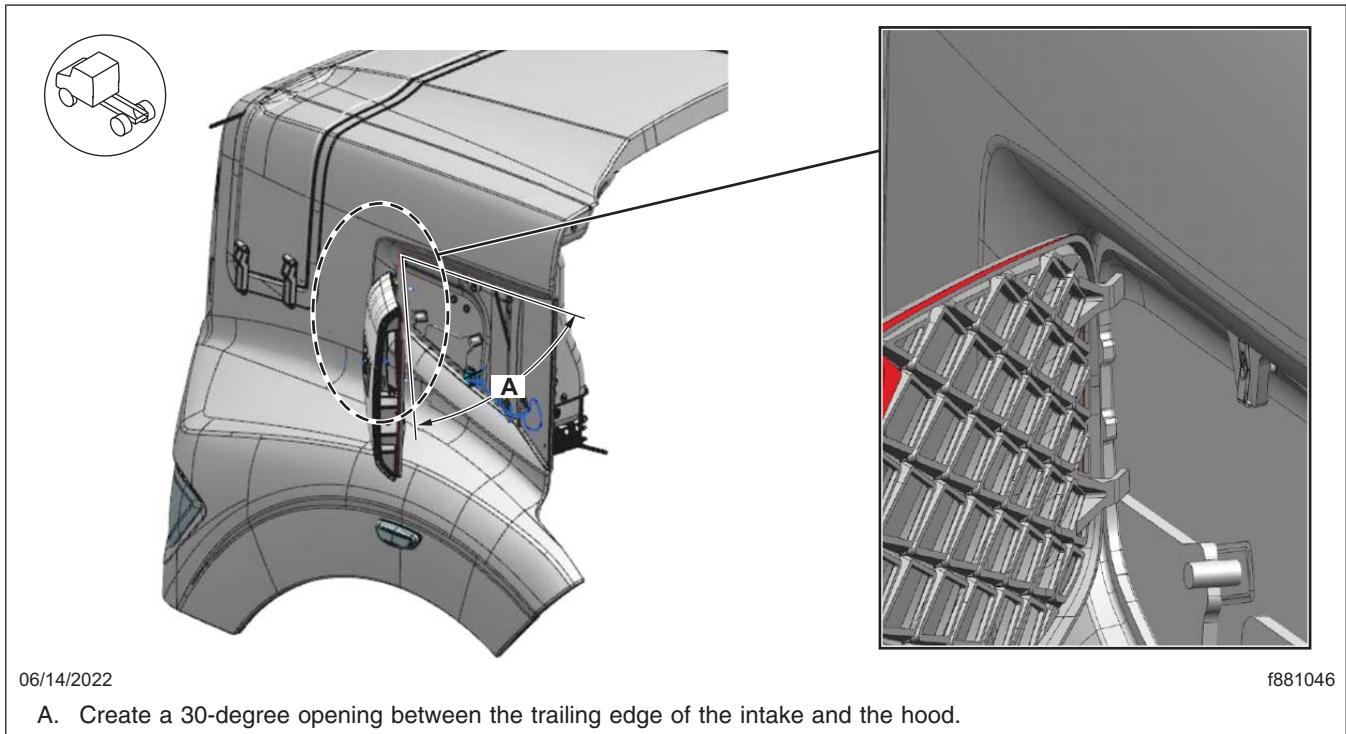
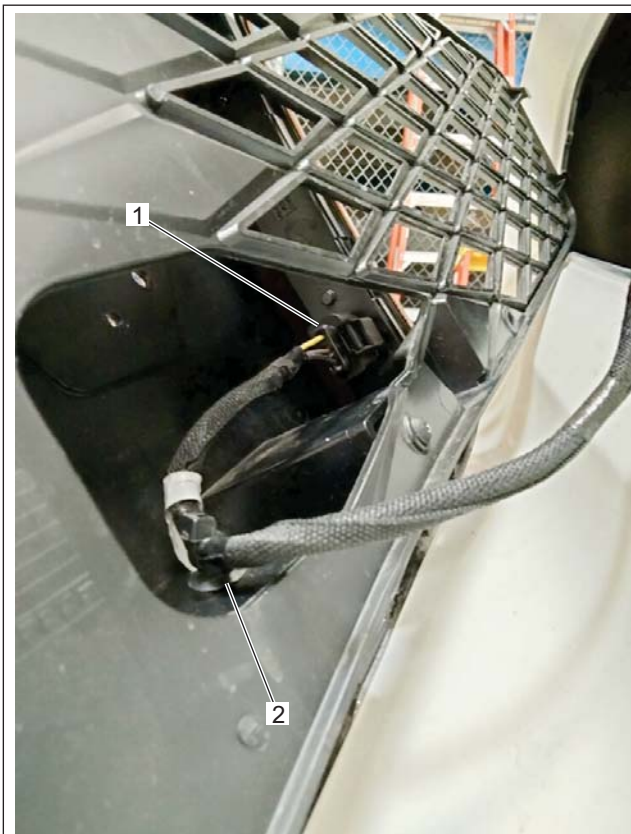


Fig. 3, Side Air Intake Cover Removal

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

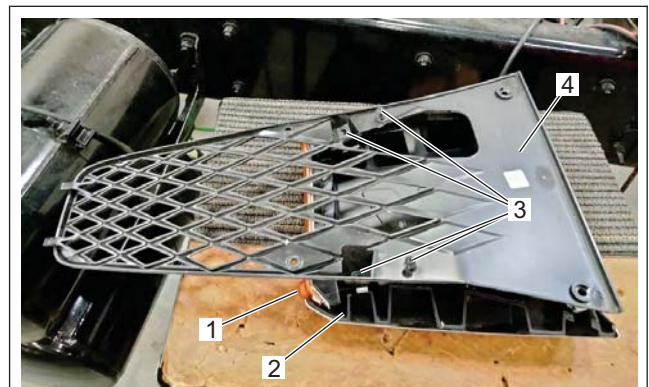
9. If so equipped, disconnect the directional marker lamp electrical connector, then remove the fir-tree fastener and the tie strap that attach the wiring harness to the air intake carrier. See **Fig. 4**.
10. Set the side air intake assembly on a work bench. Place a shop towel or some other soft protective material to avoid scratching the stainless steel air intake cover.
11. Remove the four fasteners that attach the grille assembly to the side air intake assembly, then remove the grille assembly. See **Fig. 5**.



06/15/2022 f881047

1. Directional Marker Lamp Electrical Connector
2. Fir-Tree Fastener and Tie Strap

Fig. 4, Directional Marker Lamp Wiring Harness Removal



06/15/2022 f881048

1. Directional Marker Lamp
2. Side Air Intake Assembly
3. Mounting Fasteners
4. Grille Assembly

Fig. 5, Grille Assembly Removal

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

12. Set the grille and the directional marker lamp (if so equipped) aside.

NOTE: The pegs of the air intake badge may or may not detach along with the retaining washers.

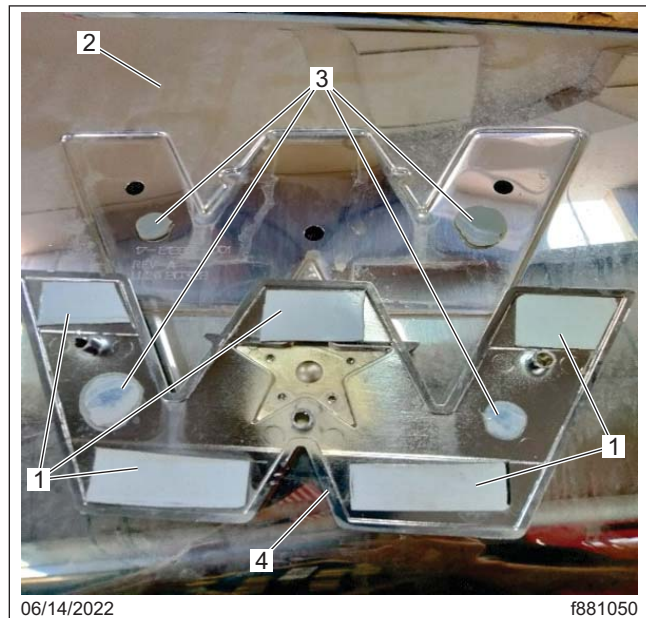
13. Use a suitable pick tool or a flat-tip screwdriver to remove the three air intake badge retaining washers from the air intake carrier. See **Fig. 6**. Tilt the air intake off the work surface to allow the air intake badge to have enough space to be released from the air intake cover.

Use a punch of the size similar to the inside diameter of the pegs and a hammer to tap the three pegs off the air intake cover.

14. The air intake badge would be glued and double side taped to the air intake cover. The backing strips on the double-sided tape may or may not have been removed by the supplier during manufacturing. **Figure 7** shows the glue locations and the double-sided tape locations with the backing strips still in place.



Fig. 6, Retaining Washer Removal



- 1. Double-Sided Tape Locations
- 2. Air Intake Cover
- 3. Glue Locations
- 4. Air Intake Badge

Fig. 7, Glue and Tape Locations

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

15. Discard the air intake badge.
 16. Print the attached Western Star logo template (located in the last page). Make sure the template is the exact size of the air intake badge and/or use the dimensions provided to drill the hole.
- IMPORTANT: Before placing the template on the air intake cover, scrape any remaining glue off the air intake cover so the glue does not interfere with the template.
17. Cut out the template and set into place. Align the air intake badge peg holes.

NOTICE

Make sure the drill bit is sharp. A dull bit can walk on the stainless steel and cause visible scratches or damage to the steel surface.

18. Center punch the rivet locations, then use a 3/16-inch drill bit to drill three holes through both the air intake cover and the air intake carrier. See [Fig. 8](#).
19. Deburr the drilled holes on the air intake carrier.
20. Install three rivets into the drilled holes, with washers installed on the air intake carrier side. See [Fig. 9](#).

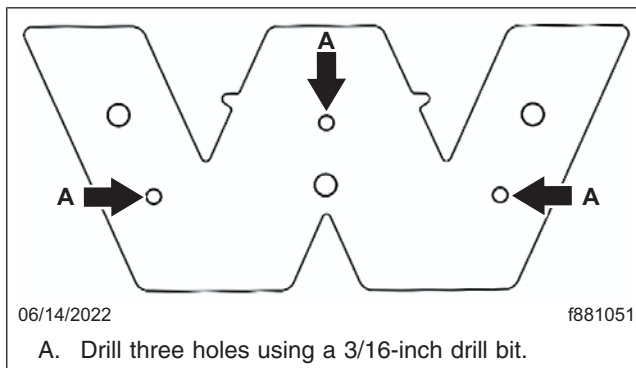


Fig. 8, Drilling Holes into the Air Intake Cover

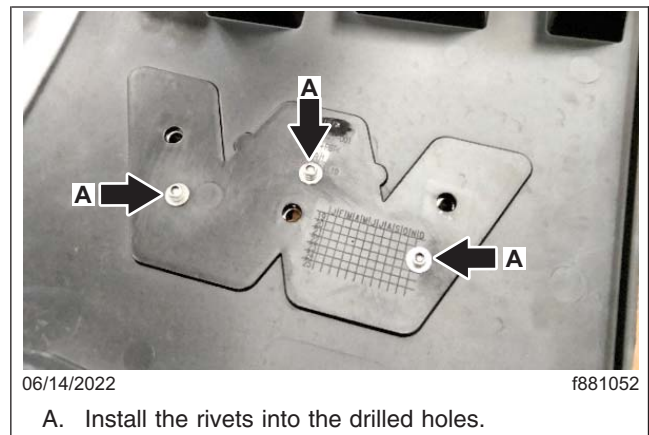


Fig. 9, Rivet Installation

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

21. Clean the air intake cover surface where the double-sided tape of the air intake badge would contact.
22. Remove the backing strip of the double-sided tape, then install the new air intake badge onto the air intake cover. Press it firmly into place. See [Fig. 10](#).



Fig. 10, Backing Strip Removal from the Double-Sided Tape

23. Use a hammer to flatten the new retaining washers on a hard surface if necessary. See [Fig. 11](#).

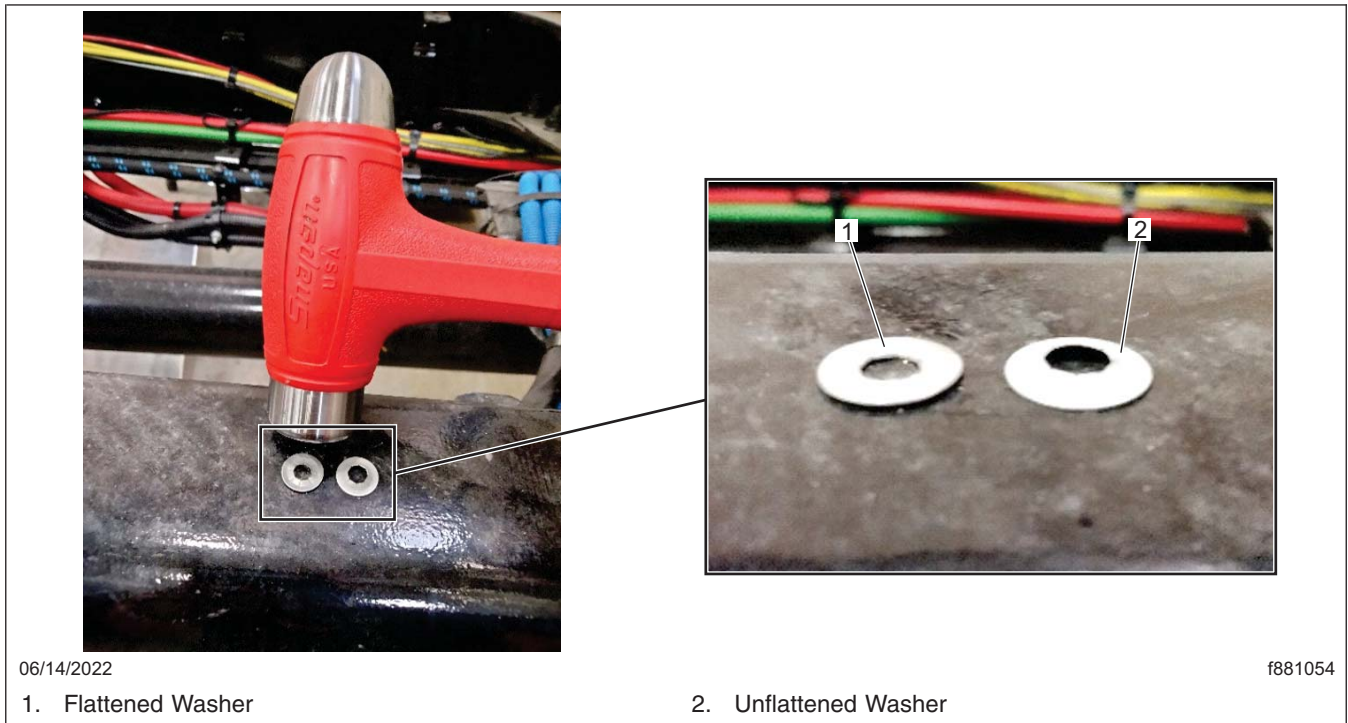


Fig. 11, Flattening the Retaining Washers

August 2022
FL925A
NHTSA #22V-227
Transport Canada #2022-171

24. Use a socket of similar size to the diameter of the retaining washer and a hammer to install the three retaining washers onto the air intake badge pegs, as shown in **Fig. 12**. Make sure the retaining washers have properly engaged with the pegs.



Fig. 12, Retaining Washer Installation

25. Install the directional marker lamp, if so equipped.
26. Install the grille assembly on the air intake. Tighten the fasteners 42 to 54 lbf-in (475 to 610 N-cm). Do not overtighten, as that could damage the plastic grille.
27. If so equipped, connect the directional marker lamp electrical connector and secure the harness using a fir-tree fastener and a tie strap as necessary.
28. Install the intake assembly onto the hood, as removed. Tighten the fasteners 42 to 54 lbf-in (475 to 610 N-cm).
29. Unlock the hood tilt-assist strut, if so equipped, then close the hood.
30. Test the directional marker lamp for proper operation.
31. Clean a spot on the base label (Form WAR259) write the recall number, FL925, on a red completion sticker (Form WAR260), and attach it to the base label to indicate this work has been completed.

