

October 2022
INT FL951
NHTSA #22V-654
Transport Canada #2022-483
INTERIM RECALL

Subject: Western Star Grill Bezel Covers

Models Affected: Specific model years 2020-2023 Western Star 47X and 49X vehicles manufactured March 18, 2019, through August 26, 2022, and equipped with Inner & Outer Bezels on the grill.

General Information

Daimler Truck 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 the vehicles mentioned above. Until the final Recall remedy is available, this interim procedure may be performed.

On the affected vehicles, the stainless steel grill bezel cover may loosen and detach causing a road hazard and increase the risk of a crash.

The final repair is being validated. For the interim repair, the vehicles will be inspected and rivets will be installed.

Work Instructions

Please refer to the attached work instructions. Before beginning work, use OWL to confirm whether a vehicle is eligible for an interim Recall repair.

Replacement Parts

Please do not order replacement parts until the vehicle is inspected and progressive damage has been determined. Only less than 1% of the vehicles will experience progressive damage needing hood bezel and grille bezel replacement. Obtain parts for this interim Recall repair by ordering from your facing Parts Distribution Center.

Table 1 - Interim Repair Parts for INT FL951

25-FL951-000

Campaign Number	Part Description	Part Number	Qty.
INT FL951-01	RIVET-BLIND,5/32,S.S.	23-11716-001	12 ea
	BEZEL-REINF,HOOD,INNER,LH	A17-21893-000	1 ea
	BEZEL-REINF,HOOD,INNER,RH	A17-21893-001	1 ea
	BEZEL-REINF,HOOD,OUTER,LH	A17-21894-000	1 ea
	BEZEL-REINF,HOOD,OUTER,RH	A17-21894-001	1 ea
	BEZEL-REINF,HOOD,TALL,OUTER,LH	A17-21894-002	1 ea
	BEZEL-REINF,HOOD,TALL,OUTER,RH	A17-21894-003	1 ea
	FRAME-GRILLE,LWR,LH	A17-21782-002	1 ea
	FRAME-GRILLE,LWR,RH	A17-21782-003	1 ea

Table 1

October 2022
INT FL951
NHTSA #22V-654
Transport Canada #2022-483
INTERIM RECALL

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
INT FL951-01	Inspect hood bezel and Install rivets	1.1	996-R159A	12-Repair Recall/Campaign
	Inspect, replace and rivet hood bezel	1.4	996-R159B	12-Repair Recall/Campaign
	Inspect, replace and rivet lower grille bezel	1.4	996-R159C	12-Repair Recall/Campaign

Table 2

Claims for Credit

An interim Recall repair is performed only when a failure is present, do not perform the interim repair if there is no failure. You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing an interim Recall repair. Please reference the following information in OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (INT FL951-01).
- In the Primary Failed Part field, enter **25-FL951-000**.
- In the Parts section, enter the appropriate part(s) or kit number(s) as shown in the Replacement Parts Table.
- In the Labor section, 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**.

IMPORTANT: Confirm whether a vehicle is eligible for an interim Recall repair in OWL before beginning work.

Contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, 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.

The interim letter notifying vehicle owners is included for your reference.

October 2022
INT FL951
NHTSA #22V-654
Transport Canada #2022-483
INTERIM RECALL

Copy of Notice to Owners

Subject: Western Star Grill Bezel Covers

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 and 49X vehicles manufactured March 18, 2019, through August 26, 2022, and equipped with Inner & Outer Bezels on the grill.

On the affected vehicles, the stainless steel grill bezel cover may loosen and detach causing a road hazard and increase the risk of a crash.

The final repair is being validated. For the interim repair, the vehicles will be inspected and rivets will be installed. All 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 interim repair performed and to ensure that parts are available at the dealership. The interim repair will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at [Daimler-TrucksNorthAmerica.com/Contact us](https://Daimler-TrucksNorthAmerica.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>.

A second notice will inform you when the final repair is available. When you receive the second notice, please contact your authorized Daimler Trucks North America dealer to schedule the final repair for your vehicle. All vehicles that have the interim repair performed will also require the final repair.

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.

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@Daimlertruck.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours. 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 [o https://www.nhtsa.gov/](https://www.nhtsa.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

October 2022
INT FL951
NHTSA #22V-654
Transport Canada #2022-483
INTERIM RECALL

Work Instructions

Subject: Western Star Grill Bezel Covers

Models Affected: Specific model years 2020-2023 Western Star 47X and 49X vehicles manufactured March 18, 2019, through August 26, 2022, and equipped with Inner & Outer Bezels on the grill.

Hood Bezels Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL951 (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 any of the hood bezels are missing.

IMPORTANT: Please do not order replacement parts until the vehicle is inspected and progressive damage has been determined. Only less than 1% of the vehicles will experience progressive damage needing hood bezel and grille bezel replacement.

4. If any hood bezel is loose or missing, order the hood bezel from the parts distribution center (PDC), and replace the bezel. For instructions, see **Section 88.02, Subject 110** of the *47X & 49X Workshop Manual*.

October 2022
INT FL951
NHTSA #22V-654
Transport Canada #2022-483
INTERIM RECALL

5. Cover the areas that need to be drilled, using masking tape. See **Fig. 1**.

NOTE: To precisely mark the locations for drilling holes in the upper bezel, the hood handle has to be removed.

6. Remove the four mounting nuts that attach the hood handle to the hood. See **Fig. 2**.

7. Remove the hood handle.

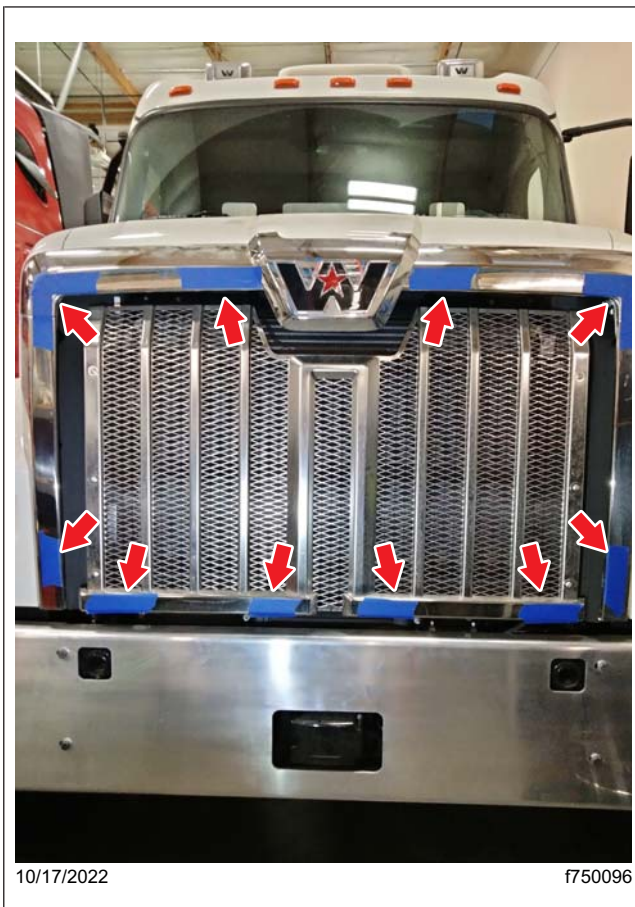


Fig. 1, Masking Tape Locations

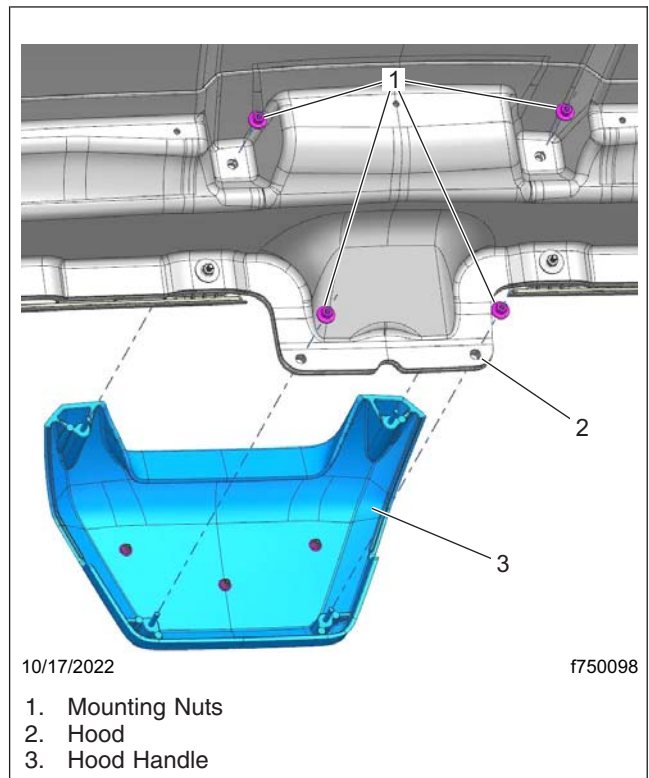


Fig. 2, Hood Handle Removal

October 2022
INT FL951
NHTSA #22V-654
Transport Canada #2022-483
INTERIM RECALL

NOTICE

The upper and the side bezels curve together at the upper corners. Use a straight edge to precisely mark the drilling locations.

8. Mark all the drilling locations using the measurements provided in [Fig. 3](#).

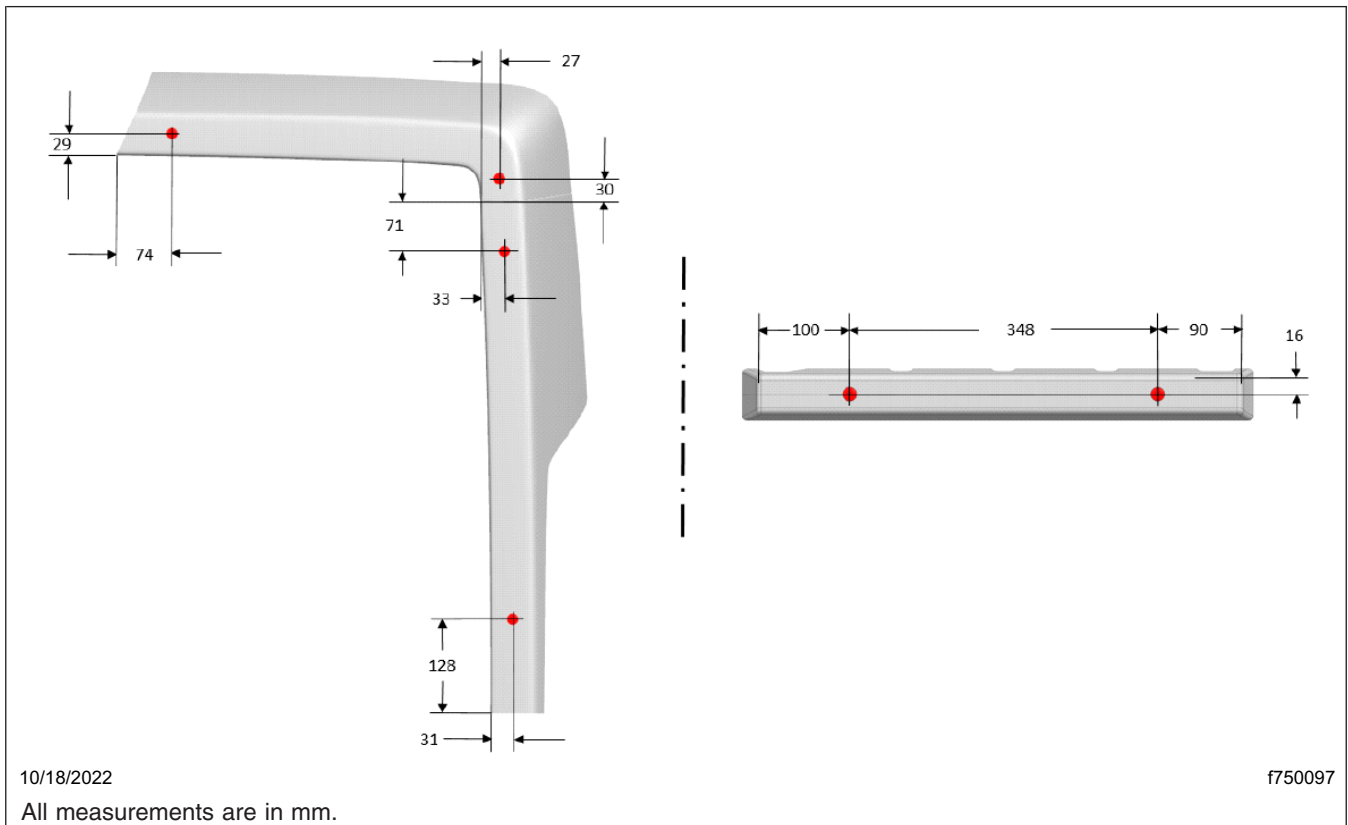


Fig. 3, Drilling Location Measurements (left-hand side bezels shown)

9. Center punch the rivet locations, then use a 9/64-inch drill bit to drill 12 holes in the hood bezels.
10. Deburr the holes drilled in the hood bezels.

October 2022
INT FL951
NHTSA #22V-654
Transport Canada #2022-483
INTERIM RECALL

11. Install the rivets into each drilled hole. **Figure 4** shows the rivets installed on the hood bezels.

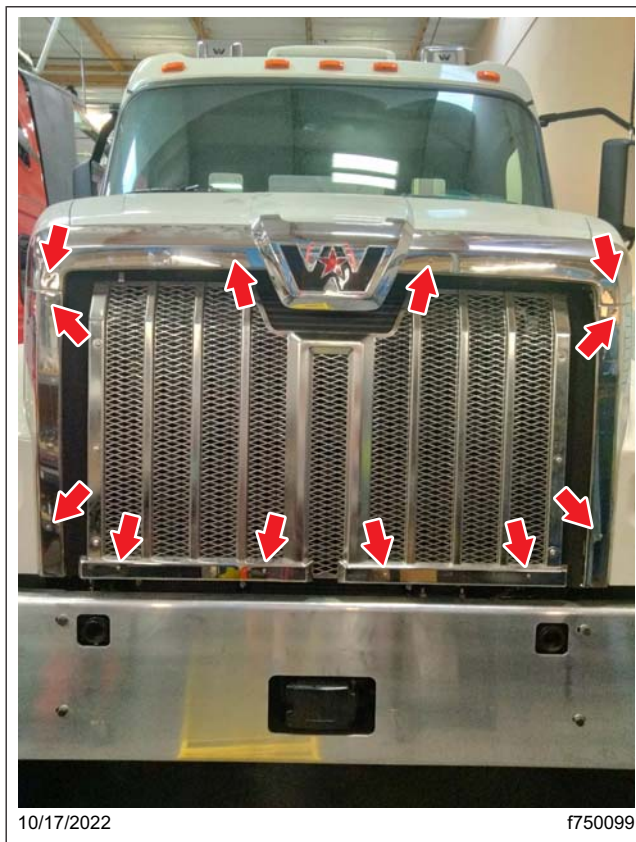


Fig. 4, Rivet Locations

12. Position the hood handle on the hood by inserting the handle-mounted studs into the respective holes on the hood.
13. Install the four mounting nuts. Tighten the nuts 60 lbf-in (678 N-cm).
14. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for FL951 (Form WAR260), indicating this work has been completed.