

May 2023
FL951A
NHTSA #22V-654
Transport Canada #2022-483

Subject: Western Star Grill Bezel Covers

Models Affected: Specific model years 2020-2023 Western Star 47X and 49X vehicles manufactured March 20, 2019, through August 25, 2022.

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.

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

A Daimler Truck North America authorized service facility will inspect the vehicles and install rivets. The Recall will take approximately one hour and will be performed free of charge.

There are approximately 5,460 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 part number(s) listed below from your facing Parts Distribution Center.

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

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL951, a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL951

Campaign Number	Part Description	Part Number	Qty.
FL951A	RIVET-BLIND,5/32,S.S	23-11716-001	12 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
FL951A	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 grill bezel	1.4	996-R159C	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 (**FL951-A**).
- In the Primary Failed Part Number field, enter **25-FL951-000**.
- In the Parts field, enter the appropriate 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.

U.S. and Canadian dealers, contact the Warranty Campaigns Department using the WSC app located on the DTNA Portal, 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.

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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: 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 in certain Western Star 47X and 49X Model Years 2020-2023 vehicles manufactured between March 20, 2019 and August 25, 2022.

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

A Daimler Truck North America authorized service facility will inspect the vehicles and install rivets. The Recall will take approximately one hour and will be **performed free of charge**.

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. 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 the following 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@Daimlertruck.com to arrange to have the Recall performed.** 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>. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. 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 go to <http://www.nhtsa.gov>.

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 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.

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Work Instructions

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Models Affected: Specific model years 2020-2023 Western Star 47X and 49X vehicles manufactured March 20, 2019, through August 25, 2022.

Hood Bezels Repair

1. Check the base label (Form WAR259) for a completion sticker for FL951 (Form WAR260) 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 for bezels that are loose or missing, and replace with new bezels; install rivets on all other parts per the work instructions.

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

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5. Cover the bezel 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.

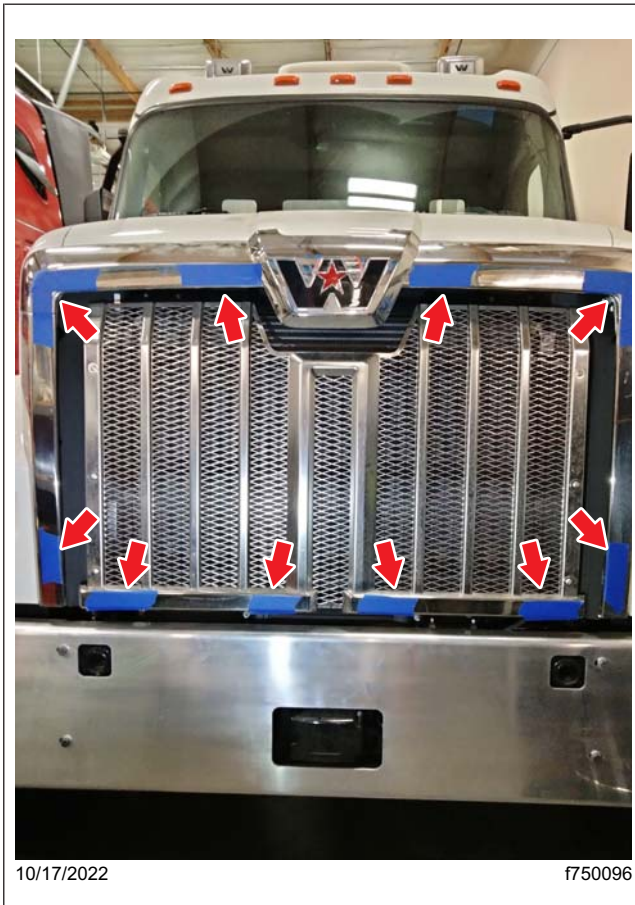


Fig. 1, Masking Tape Locations

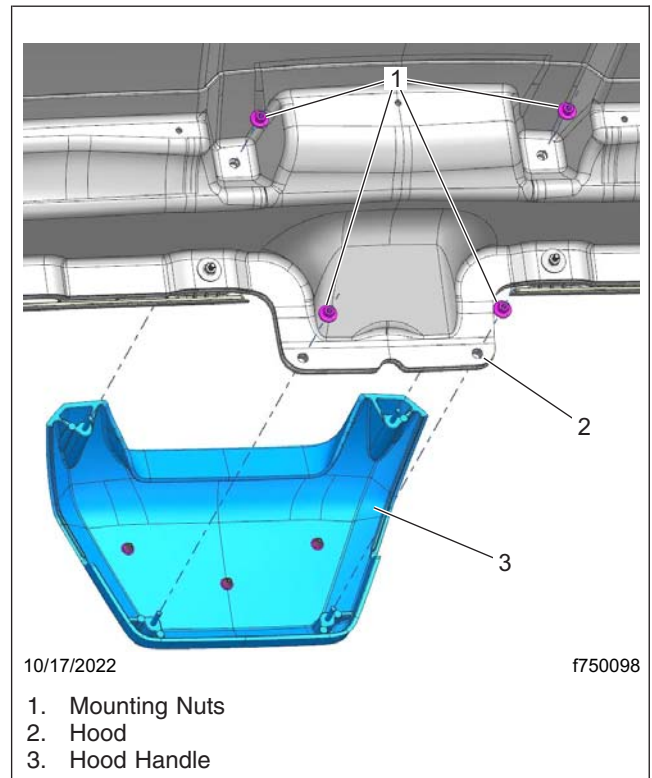


Fig. 2, Hood Handle Removal

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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](#).

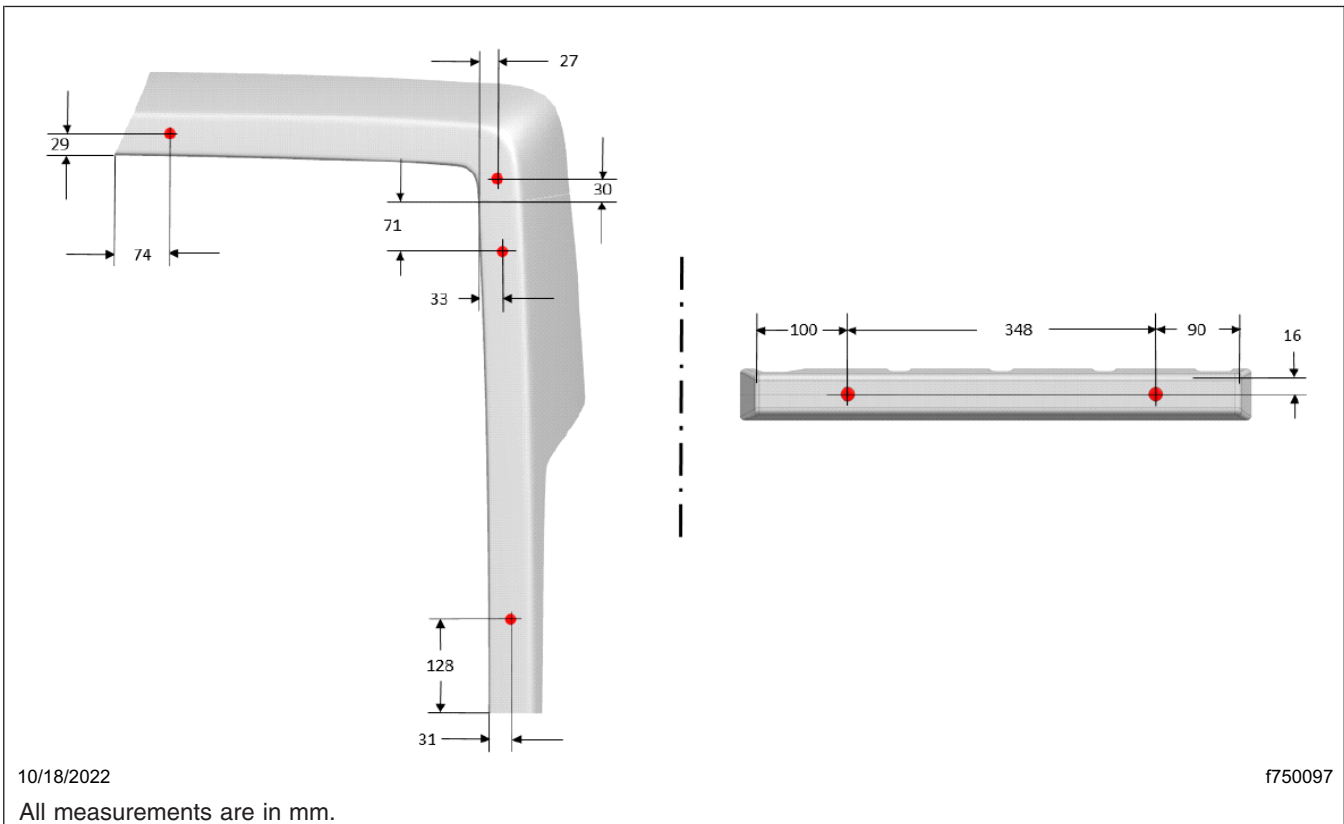


Fig. 3, Drilling Location Measurements (left-hand hood and grill bezels shown)

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.

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

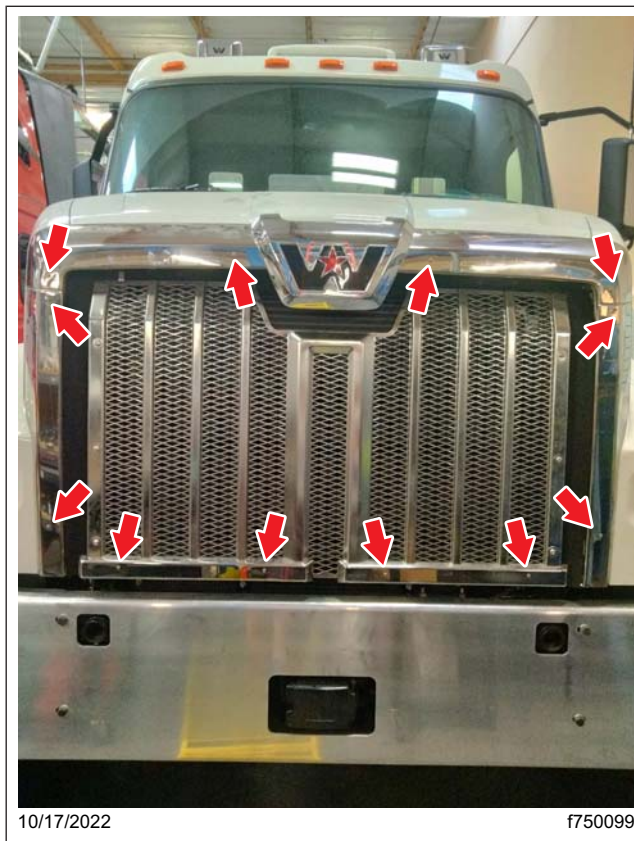


Fig. 4, Rivet Locations

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.