

June 2023  
FL971 A-B  
NHTSA #23V-299

## Subject: Freightliner & Western Star Short Wheelbase Tire Conformance

**Models Affected:** Specific model years 2020-2024 Freightliner Cascadia, Classic Cascadia, Business Class M2, and Western Star 4700 vehicles, manufactured November 8, 2019, through February 6, 2023.

### General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and 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.

Certain tire/wheelbase combinations, due to low tire stiffness scores, fail to conform to Federal Motor Vehicle Safety Standard No. 136, Electronic Stability Control Systems for Heavy Vehicles. This may interfere with proper Electronic Stability Control (ESC) performance, which can result in understeering during a J-turn, increasing the risk of a crash.

Rear tires will be replaced. Replacements will be made by Daimler Truck North America authorized service facilities.

There are approximately 266 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 Tires

**Important:** Replacement tires must be on the approved tire list, Table 2, and can be ordered from your local tire distributor.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL971, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering tires for this recall.

**Table 1** - Replacement Tires for FL971

Recall Number	Rear Tires	Rear Tire Qty.
FL971 A	See Approved Tires, Table 2 Below	4
FL971 B	See Approved Tires, Table 2 Below	8

**Table 1**

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**Table 2** - Approved Replacement Tires for FL971

Tire Manufacturer	Size	Ply	Tread
BRIDGESTONE	11R22.5	14 PLY	ECOPIA M713 ECOPIA M760 ECOPIA R268 R213
		16 PLY	ECOPIA R268 R213 R250ED R283S
	295/75R22.5	14 PLY	ECOPIA M713 ECOPIA M760 ECOPIA R268 R213
		16 PLY	ECOPIA R268 R213 R283S
CONTINENTAL	11R22.5	14 PLY	HDL3 LTL HSR3
		16 PLY	HS3+ HSL 3 HSR3 ITIRE HS3+
	295/75R22.5	14 PLY	HD3 HYBRID HDL2+ HDL3 HSR3 ITIRE HDL2+ ITIRE HDL3 LTL
		16 PLY	HDL2+ HS3+ HSL 3 HSR3 ITIRE HDL2+ ITIRE HS3+ ITIRE HSR3
GOODYEAR	11R22.5	14 PLY	ENDURANCE LHS FUEL MAX RSA G572 1AD
		16 PLY	ENDURANCE LHS
	295/75R22.5	14 PLY	ENDURANCE LHS FUELMAX 1AD
		16 PLY	ENDURANCE LHS FUEL MAX RSA

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Tire Manufacturer	Size	Ply	Tread
MICHELIN	11R22.5	14 PLY	X LINE ENERGY D X LINE ENERGY Z X MULTI ENERGY D XZE2
		16 PLY	X LINE ENERGY Z X MULTI D X MULTI ENERGY Z2 X MULTI Z XZE2 XZE2+
	275/80R22.5	14 PLY	X LINE ENERGY D X LINE ENERGY D+ X LINE ENERGY Z X MULTI ENERGY D XZE2
		16 PLY	X LINE ENERGY Z XZE
	295/75R22.5	16 PLY	X MULTI ENERGY Z2

**Table 2**

## 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 3** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL971 A	Remove & Replace Four Rear Tires	2.1	996-R194A	12-Repair Recall/Campaign
FL971 B	Remove & Replace Eight Rear Tires	4.2	996-R194B	12-Repair Recall/Campaign

**Table 3**

**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 (**FL971-A, FL971-B**).
- In the Primary Failed Part Number field, enter **25-FL971-000**.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- The DOT TIN from the removed/destroyed tires must be included in the Repair Details section of the claim.

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- **Dealer-Performed Repair:** Enter tire information in the Parts section, and enter the appropriate SRT from the Labor Allowance table in the Labor section. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.  
**Sublet Repair:** Claim tires and labor in the Other Charges section, and attach an invoice. Do not enter anything in the Parts or Labor sections.
- **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, if you need additional information, contact the Warranty Campaigns Department using the WSC (Warranty Support Center) app on the DTNA Portal. Export distributors, submit a WSC ticket or contact your International Service Manager.

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: Freightliner & Western Star Short Wheelbase Tire Conformance

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that certain model years 2020-2024 Freightliner Cascadia, Classic Cascadia, M2 Business Class, and Western Star 4700 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 136, Electronic Stability Control Systems for Heavy Vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	Cascadia	2020	2024	November 8, 2019	February 6, 2023
Freightliner	Classic Cascadia	2020	2020	November 23, 2019	November 28, 2019
Freightliner	M2 Business Class	2021	2024	June 20, 2020	January 12, 2023
Western Star	4700	2022	2022	June 18, 2021	August 9, 2021

On the affected vehicles, the tire/wheelbase combinations, due to low tire stiffness scores, may interfere with proper Electronic Stability Control (ESC) performance, which can result in understeering during a J-turn, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will replace the tires. The recall will take approximately two to four hours and will be **performed free of charge**.

**Please schedule this repair in advance, as it may require the involvement of a tire distributor to complete the tire replacement.**

Please contact an authorized Daimler Truck North America dealer to arrange to have the recall performed and to ensure that tires are available. 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-dlinfo.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](mailto:DTNA.Warranty.Campaigns@DaimlerTruck.com). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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

### Subject: Freightliner & Western Star Short Wheelbase Tire Conformance

**Models Affected: Specific model years 2020-2024 Freightliner Cascadia, Classic Cascadia, Business Class M2, and Western Star 4700 vehicles, manufactured November 8, 2019, through February 6, 2023.**

### Tire Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL971 (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, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Remove and replace only the rear tires based on the applicable campaign population. See [Table 2](#) for a list of tires approved for this repair.

 **WARNING**

**Never work under a vehicle that is supported only by a jack. Jacks can slip, which can result in serious personal injury, death, or component damage. Always support the vehicle with safety stands capable of supporting the weight of the vehicle.**

4. Using a suitable jack, raise the axle or axles that have tires that need to be replaced, then place safety stands under the axle(s). For instructions to raise and lower the vehicle, see **Group 00** of the applicable workshop manual.
5. Remove the wheel and tire assemblies. For instructions, see **Group 40** of the applicable workshop manual.
6. Remove the tires from the wheels. For instructions, see **Group 40** of the applicable workshop manual.
7. Destroy the tires. For instructions, see the **Verified Tire Destruction** procedure below.
8. Install the approved tires from Table 2 on the wheels. For instructions, see **Group 40** of the applicable workshop manual.
9. Balance the wheels.
10. Install the wheel and tires assemblies. For instructions, see **Group 40** of the applicable workshop manual.
11. Raise the vehicle, remove the safety stands, then lower the vehicle to the ground. For instructions to raise and lower the vehicle, see **Group 00** of the applicable workshop manual.
12. Proceed to the **Verified Tire Destruction** procedure.

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## Verified Tire Destruction

1. Locate the department of transportation (DOT) tire identification number (TIN) on each tire.  
See [Fig. 1](#), [Fig. 2](#), and [Fig. 3](#).



Fig. 1, Bridgestone® R283s Tire



Fig. 2, Bridgestone TIN

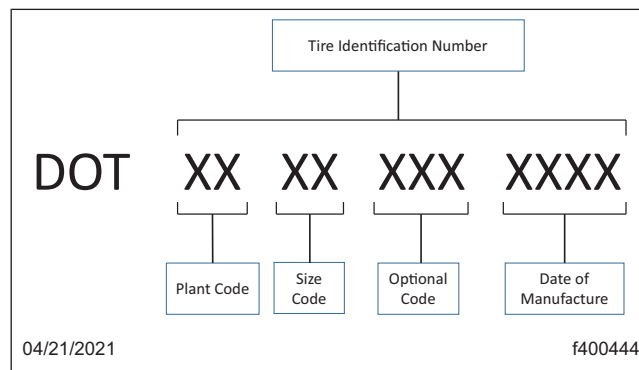


Fig. 3, Eleven-Digit DOT TIN

**IMPORTANT:** The DOT TIN must be included in the 'Repair Details' section of the recall claim; failure to do so will result in an invalid claim.

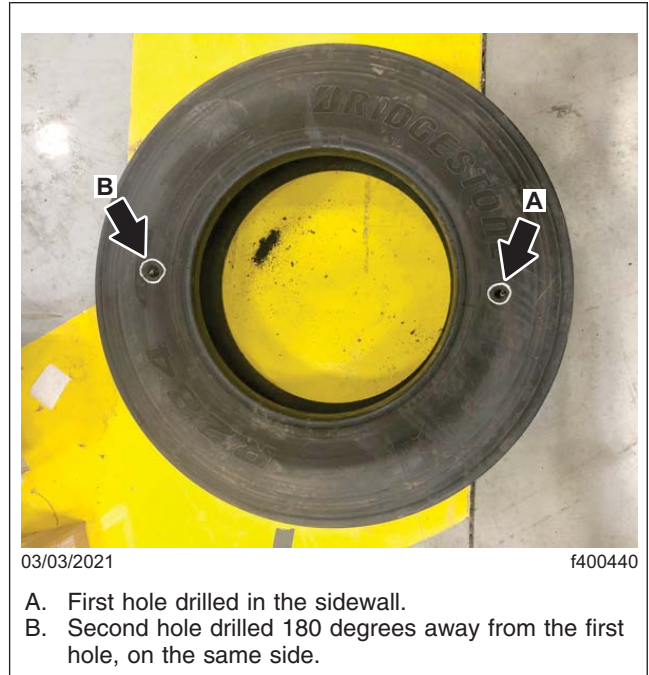


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2. Drill a  $1\pm 0.25$  inch diameter hole in the sidewall of the tire, as shown in Fig. 4.
3. Drill another hole of the same diameter, 180 degrees away from the first hole, on the same side of the tire. See Fig. 5.



**Fig. 4, Hole Drilled**



**Fig. 5, Both Holes Drilled**

4. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL971 (Form WAR260), indicating this work has been completed.