

June 2023  
FL975A  
NHTSA #23V-348

## Subject: Turn Signal Indicator

**Models Affected: Specific model year 2023 Western Star 57X vehicles manufactured August 8, 2022, through January 18, 2023.**

### General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales Inc., has decided that vehicles mentioned above fail to conform to the Federal Motor Vehicle Safety Standard No 108: Lamp, reflective devices and associated equipment.

On the affected vehicles, the turn signal indicator on the instrument cluster may flash at a faster rate than the exterior turn signal lamps. FMVSS 108 requires the turn signal pilot indicator to have one or more lights flashing at the same frequency as the exterior turn signal lamps. This may result in the driver not noticing a change of state when a bulb is out, and thus driving with a nonfunctioning exterior turn signal, increasing the risk of a crash

A DTNA authorized service facility will modify the turn signal indicator parameter to comply with FMVSS 108. The Recall will take approximately one half hour and will be **performed free of charge**.

There are approximately 47 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).

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL975, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this recall.

### Labor Allowance

**Table 1** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL975A	Update SSAM, ELC - HW Config Parameter	0.4	996-R204A	12-Repair Recall/Campaign

**Table 1**

**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 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 (**FL975-A**).
- In the Primary Failed Part Number field, enter **25-FL975-000**.
- 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 hour
- 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, if you need additional information, contact the Warranty Campaigns Department using the WSC (Warranty Support Center) app on the DTNA Portal.

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.

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle(s), see enclosed VIN list.**

**June 2023**

**FL975A**

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### **Subject: Turn Signal Indicator**

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 wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that certain model year 2023 Western Star 57X vehicles fail to conform to the Federal Motor Vehicle Safety Standard No. 108 Lamp, Reflective Devices and Associated Equipment.

On the affected vehicles, the turn signal indicator on the instrument cluster may flash at a faster rate than the exterior turn signal lamps. FMVSS 108 requires the turn signal pilot indicator to have one or more lights flashing at the same frequency as the exterior turn signal lamps. This may result in the driver not noticing a change of state when a bulb is out, and thus driving with a nonfunctioning exterior turn signal, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will modify the turn signal indicator parameter to comply with FMVSS 108. The Recall will take approximately one half hour and will be **performed free of charge**.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed. 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](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

## **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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### Updating the SSAM ELC - HW Config Parameter

1. Check the base label (Form WAR259) for a completion sticker for FL975 (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. Connect the vehicle to DiagnosticLink®.
4. Turn the ignition key to the 'Run' position.
5. Open DiagnosticLink.

**IMPORTANT:** Make sure that DiagnosticLink is updated to the latest version (8.17 SP1 at the time of publication or newer) before programming the vehicle.

6. Go to the 'Program Device' tab, and make sure that the vehicle identification number (VIN) is correct. Select 'Download data from server.' See [Fig. 1](#).

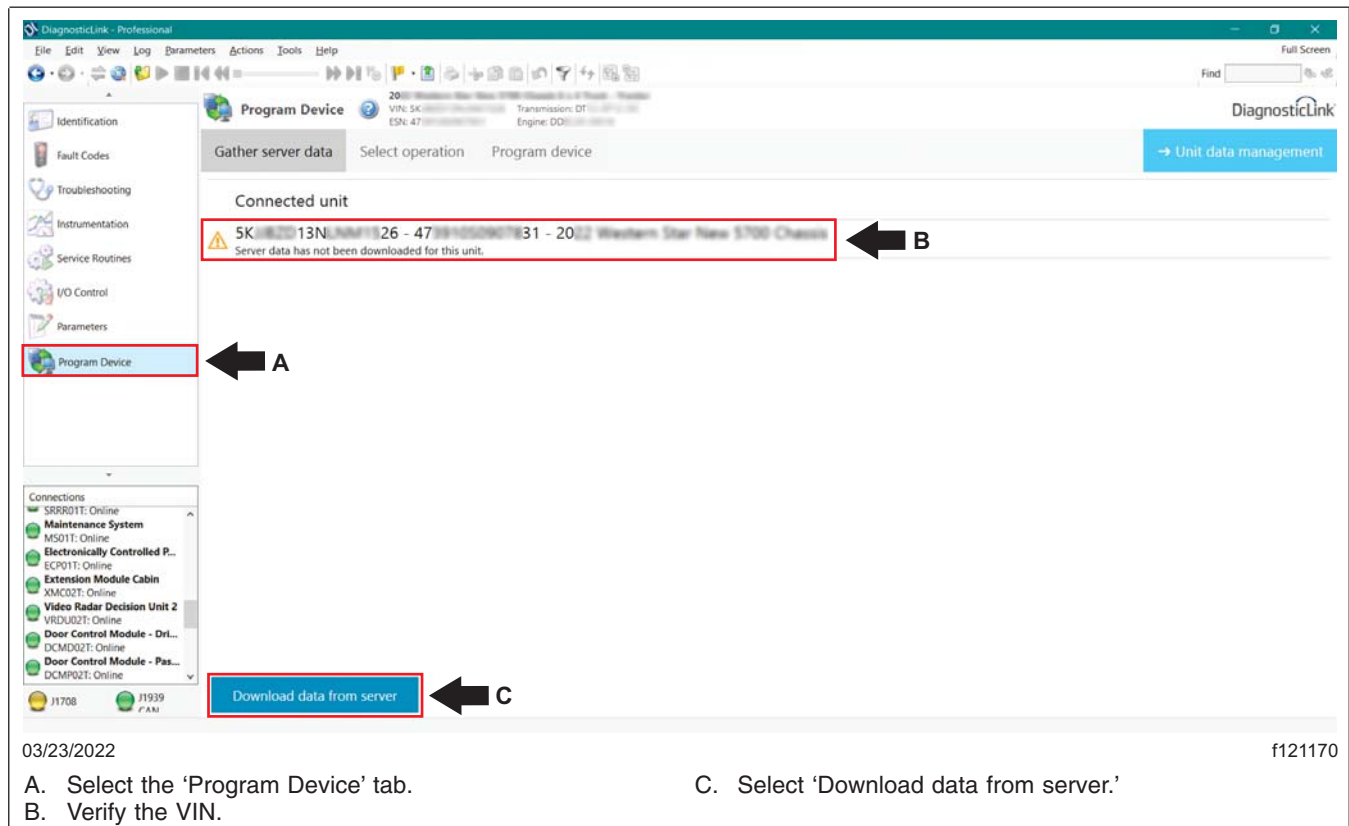


Fig. 1, Downloading Data from the Server

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- After the server data download is complete, go to the 'Parameters' tab. Select and expand the 'SSAM02T - Single SAM' folder by selecting the '+' symbol to the left of it. Select the 'ELC - HW Config' sub-folder. See Fig. 2.

The screenshot shows the DiagnosticLink interface. The 'Parameters' tab is active, displaying a tree view of parameter folders. The 'SSAM02T - Single SAM' folder is expanded, and the 'ELC - HW Config' sub-folder is selected. A table of parameters is visible below the tree view.

Parameter	Part	Value	Units	Minimum	Maximum	Default	Access	Description
AD154438958-001	ELC HW Config WST							

Annotations in the image indicate the following steps:

- Select the 'Parameters' tab.
- Select and expand the 'SSAM02T - Single SAM' folder.
- Select the 'ELC - HW Config' sub-folder.

Log time: 05/30/2023 14:55:55 AM f121419

Fig. 2, Selecting the Parameter Folder

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8. Set the 'ELC - HW Config' parameter value to 'A0334476058-003 ELC HW Config - LED 003.' See **Fig. 3**.

The screenshot shows the DiagnosticLink interface for a 2023 Western Star truck. The 'Parameters' tab is active, displaying a table of parameters. The 'ELC - HW Config' parameter is expanded, and the value 'A0334476058-003 ELC HW Config - LED 003' is selected in the dropdown menu. An arrow labeled 'A' points to this selection.

Parameter	Part	Value	Units
SSAM02T - Single SAM			
ELC - HW Config	n/a	A0334476058-003 ELC HW Config - LED 003	
ELC - HW Config - LED 003	n/a	A0334476058-003 ELC HW Config - LED 003	
ELC - HW Config - LED 002	n/a	A0334476058-002 ELC HW Config - LED 002	
ELC - HW Config - LED 001	n/a	A0334476058-001 ELC HW Config - LED 001	

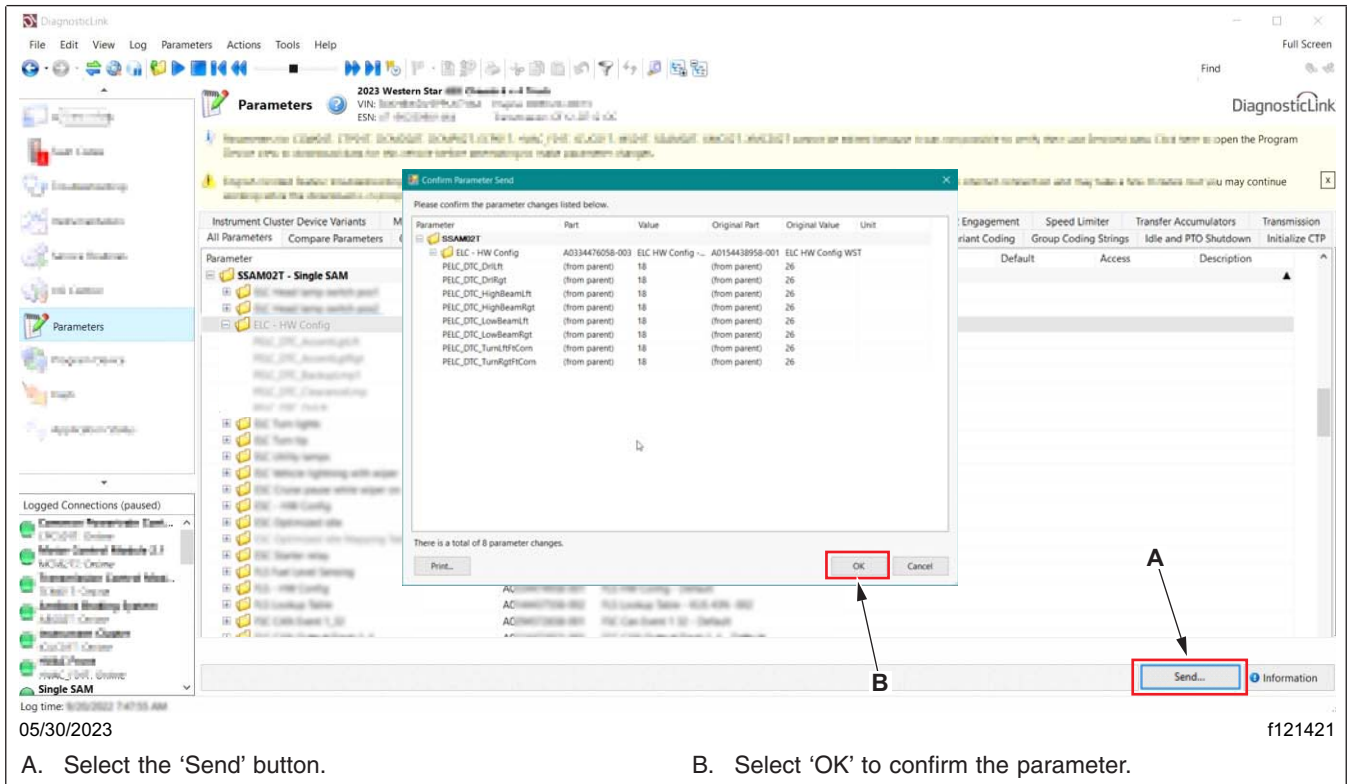
05/30/2023 f121420

A. Select 'A0334476058-003 ELC HW Config - LED 003' to set it as the parameter value.

**Fig. 3, Setting the Parameter Value**

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9. Select the 'Send' button to write the parameter change to the vehicle. A window will open asking to confirm the parameter change. Select 'OK.' See [Fig. 4](#)



A. Select the 'Send' button.

B. Select 'OK' to confirm the parameter.

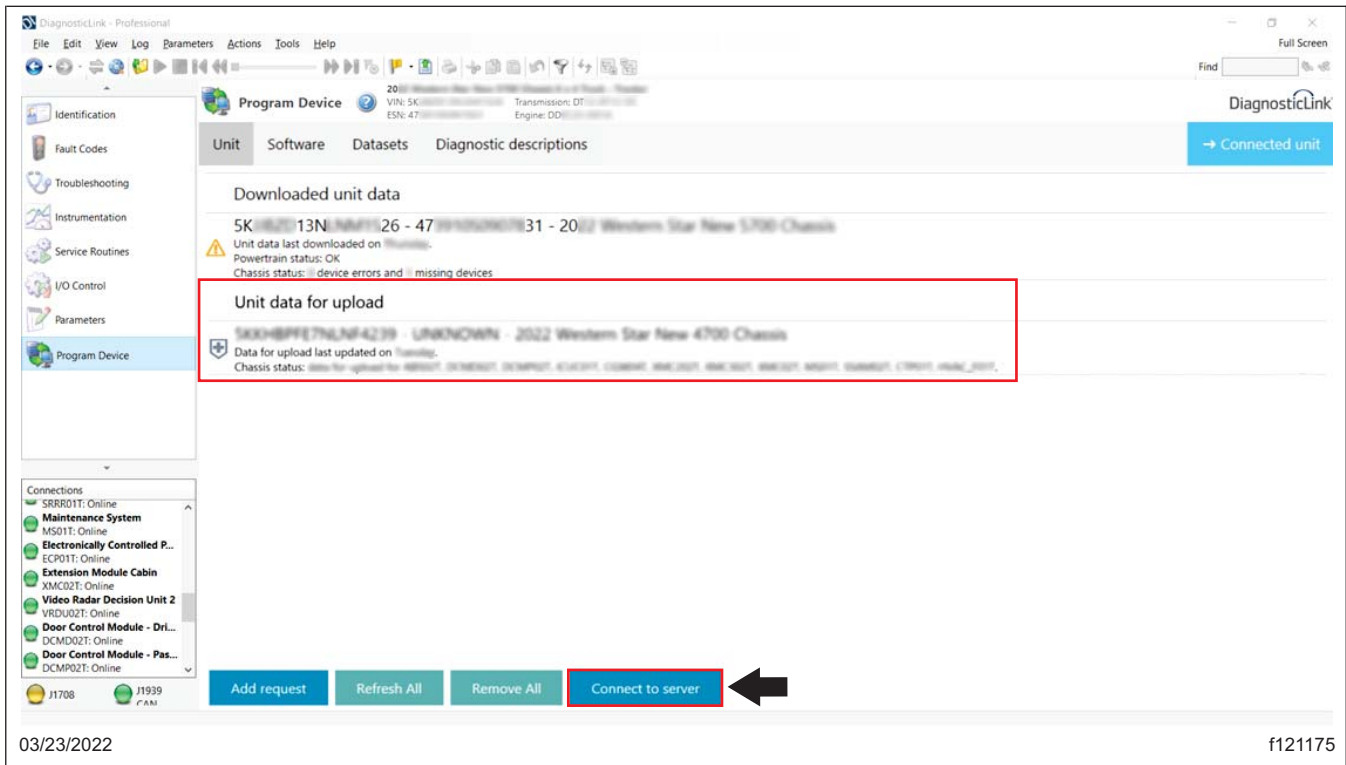
Fig. 4, Writing the Parameter Changes to the Vehicle





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11. The information corresponding to the VIN should appear under 'Unit data for upload.' Select 'Connect to server' to upload the new parameters. See [Fig. 6](#).



**Fig. 6, Uploading the New Parameters**

12. Once the parameter updates are uploaded to the server, disconnect the vehicle from DiagnosticLink.
13. Turn the ignition key to the OFF position.
14. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for FL975 (Form WAR260), indicating this work has been completed.