

July 2024
FL994 A
NHTSA #24V-084
Transport Canada #2024-076

Subject: Western Star Suspension Hanger Welds

Models Affected: Specific model years 2022-2024 Western Star 49X vehicles manufactured August 16, 2021, through November 27, 2023.

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 that relates to motor vehicle safety exists on the vehicles mentioned above.

On the affected vehicles, the suspension hanger is missing certain welds, which may cause it to fail without prior warning. This could result in difficulty steering and maintaining the direction of the vehicle's front two wheels, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will replace the suspension hangers to include the missing welds.

There are approximately 60 vehicles involved in this campaign.

Additional Repairs

In addition to this recall, check OWL for any other open campaigns. 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 FL994, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL. Please refer to this list when ordering parts for this recall.

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Table 1 - Replacement Parts for FL994

Campaign Number	Part Number	Part Description	Qty.
FL994A	A16-22056-000	ASSY-SLPRD SPRG,FRONT,123,LH	1 ea
	A16-22056-001	ASSY-SLPRD SPRG,FRONT,123,RH	1 ea
	A16-21807-000	ASSY-EQLZR BEAM & TRUNNION,LHS	1 ea
	A16-21807-001	ASSY-EQLZR BEAM & TRUNNION,RHS	1 ea
	23-14451-116	NUT-HEX,LKG,VLH BLU,M16X1.5	42 ea
	23-14067-060	BOLT-HEX,ZNAL,BK,M16X1.5X60	6 ea
	23-14067-045	BOLT-HEX,ZNAL,BK,M16X1.5X45	4 ea
	23-09114-000	WASHER-HRDN,0.69X1.31X.177,ZN	36 ea
	23-14067-110	BOLT-HEX,ZNAL,BK,M16X1.5X110Å	6 ea
	23-09114-004	WASHER-HRDN,0.81X1.47X.177,ZN	4 ea
	23-09447-700	SCREW-CAP,HEX3/4-16X7ÅÅGR8POÅÅÅ	2 ea
	23-14450-212	NUT-HEX,LKG,VLH GR,3/4-16	2 ea
	23-09114-005	WASHER-HRDN,0.94X1.75X.177,ZN	8 ea
	23-14286-100	BOLT-HEX,PC10.9,PO,M22X1.5X100	4 ea
	23-14451-122	NUT-HEX,LKG,VLH BLU,M22X1.5	4 ea
	23-14451-114	NUT-HEX,LKG,VLH,M14X1.5	4 ea
	23-14588-150	SCR-CAP,FLCSKH,HDI,M14X1.5X150	4 ea
FL994A	WAR260	BLANK COMPLETION STICKER	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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL994A	Hanger, Front Suspension, Twin Steer	28	996-R165A	12-Repair Recall/Campaign

Table 2

IMPORTANT - Before Beginning Work:

- Check OWL to ensure the vehicle is involved and the campaign has not previously been completed.
- Check the vehicle for a completion sticker.

IMPORTANT - After Repair is Complete:

- Attach a red completion sticker (Form WAR260) to the base completion label (Form WAR259). If the vehicle does not already have a base completion label, clean a spot on the appropriate location of the vehicle, and attach a base completion label, prior to installing the completion sticker.
- Failure to install a recall completion sticker may result in a chargeback of the recall claim.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting a claim. Please reference the following information in OWL:

- All claims must be submitted within 30 days of the repair date.
- Claim type is **Recall Campaign**.

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- In the Campaign field, enter the campaign number and appropriate population/group code (**FL994-A**).
- In the Primary Failed Part Number field, enter **25-FL994-000**.
- In the Parts section, enter the appropriate kit and/or part number(s) as shown in the Replacement Parts table.
- In the Labor field, enter the appropriate SRT from the Labor Allowance table. Administrative time will be included automatically as SRT 939-6010A 0.3 hours for all other vehicles.
- 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 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.)
 - Attach the documentation to a pre-approval recall claim, and submit the pre-approval claim for a decision.
 - If approved, submit a based-on payment claim (based on the pre-approval.)
 - After the claim has been paid, reimburse the customer.

Excess Inventory: U.S. and Canadian dealers, excess inventory related to this campaign, in resalable condition, may be returned to the appropriate PDC. U.S. dealers, submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers, submit a PAR to your facing PDC. PAR requests must include the original purchase invoice number. Export Distributors, excess inventory is not returnable.

For Support: Contact the Warranty Campaigns Department via the Warranty Support Center (WSC) located on the DTNA Portal, or contact the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket or contact your International Service Manager.

The letter notifying U.S. and Canadian vehicle owners is included for 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 Suspension Hanger

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 2022-2024 Western Star 49X vehicles manufactured August 16, 2021, through November 27, 2023.

On the affected vehicles, the suspension hanger is missing certain welds, which may cause it to fail without prior warning. This could result in difficulty steering and maintaining the direction of the vehicle's front two wheels, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will replace the suspension hangers to include the missing welds. The Recall will take approximately twenty-eight hours 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 this recall repair 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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail: 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 go to www.nhtsa.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

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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 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 dealer.

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

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Work Instructions

Subject: Western Star Suspension Hanger Welds

Models Affected: Specific model years 2022-2024 Western Star 49X vehicles manufactured August 16, 2021, through November 27, 2023.

Replacement of the Suspension Hangers

1. Check the base label (Form WAR259) for a completion sticker for FL994 (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 the front bumper. For instructions, see **Group 31** of the *Western Star 47X and 49X Workshop Manual*.

WARNING

Do not use bottle jacks to raise the vehicle. Always use floor jacks. Bottle jacks can slip, allowing the vehicle to fall, which could result in damage to the axle, serious injury or death.

NOTICE

Do not place a jack under any of the suspension components.

IMPORTANT: Only raise a vehicle that is unloaded and disconnected from the trailer. For vehicles with bodies (drilling rigs, mixers), unload as much as possible.

4. Raise and support the front and rear of the vehicle with appropriate jack stands to relieve tension on the front and rear springs, take off pressure from the suspension, and make minor adjustments. For instructions to raise and lower the vehicle, see **Group 00** of the *Western Star 47X and 49X Workshop Manual*.

IMPORTANT: Jack stands are used to support the front crossmember, which supports the engine, or an overhead crane is used for engine support. Be careful not to pinch the lines attached to the front engine support while using jack stands.

5. Support the engine as the engine mount fasteners will be removed.

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Replacement of the Front Suspension Hangers

IMPORTANT: Perform steps 1 to 15 on one side of the vehicle, and repeat the procedure on the other side.

1. Remove the torque rod from the front suspension hanger. See [Fig. 1](#).
2. Remove the steering gear and mounting bracket from the frame rail. See [Fig. 1](#).
3. Remove the engine crossmember brace bracket from the suspension hanger. See [Fig. 2](#).
4. Loosen the engine support fasteners, but **do not** remove them yet. See [Fig. 3](#).

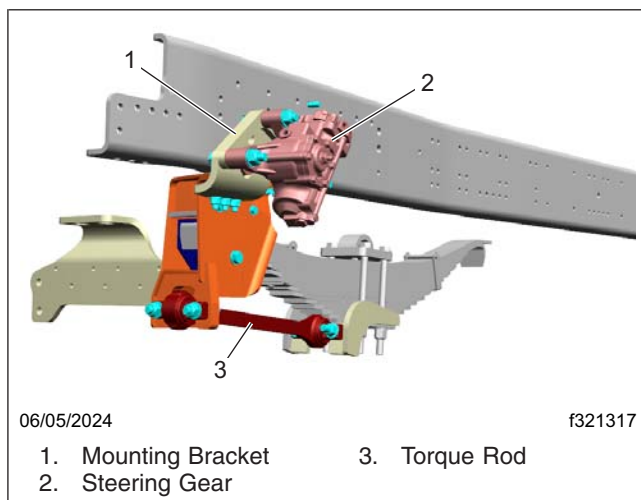


Fig. 1, Location of the Torque Rod and Steering Gear

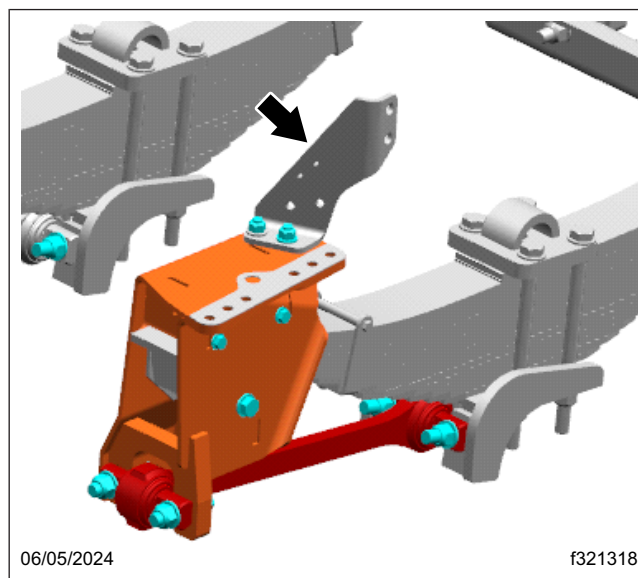


Fig. 2, Engine Crossmember Brace Bracket

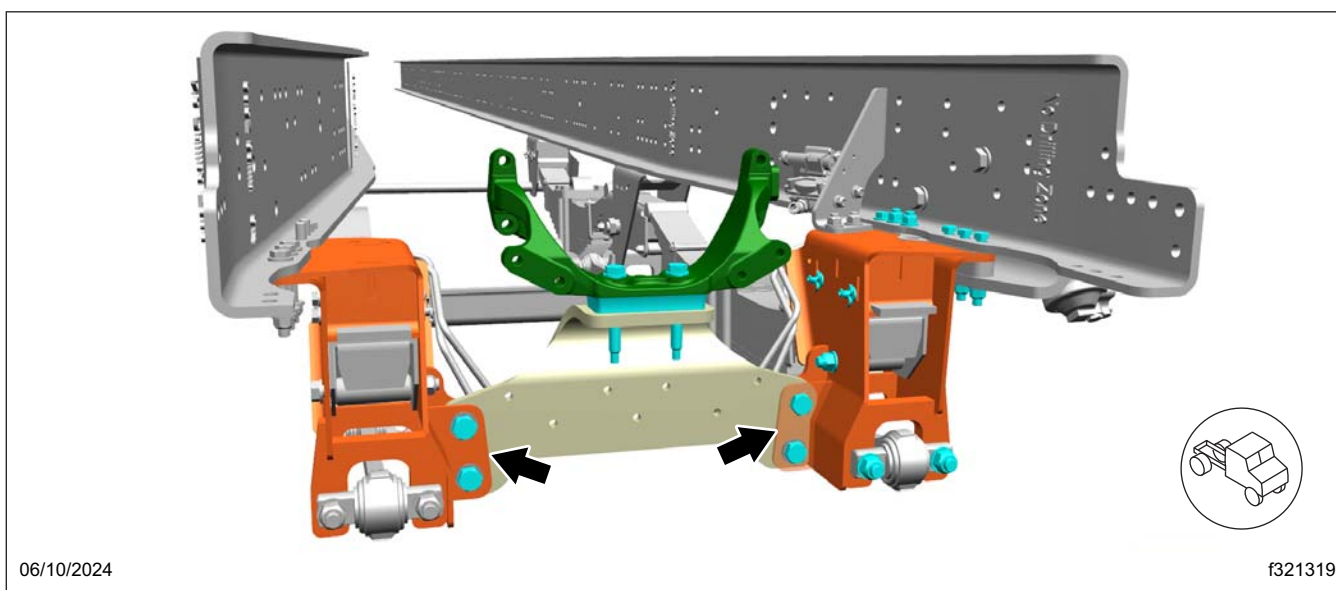


Fig. 3, Engine Support Fasteners

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5. Ensure that the front of the engine is appropriately supported to prevent slipping.
6. Remove the wear pad fasteners that attach the wear pad to the hanger. See [Fig. 4](#).

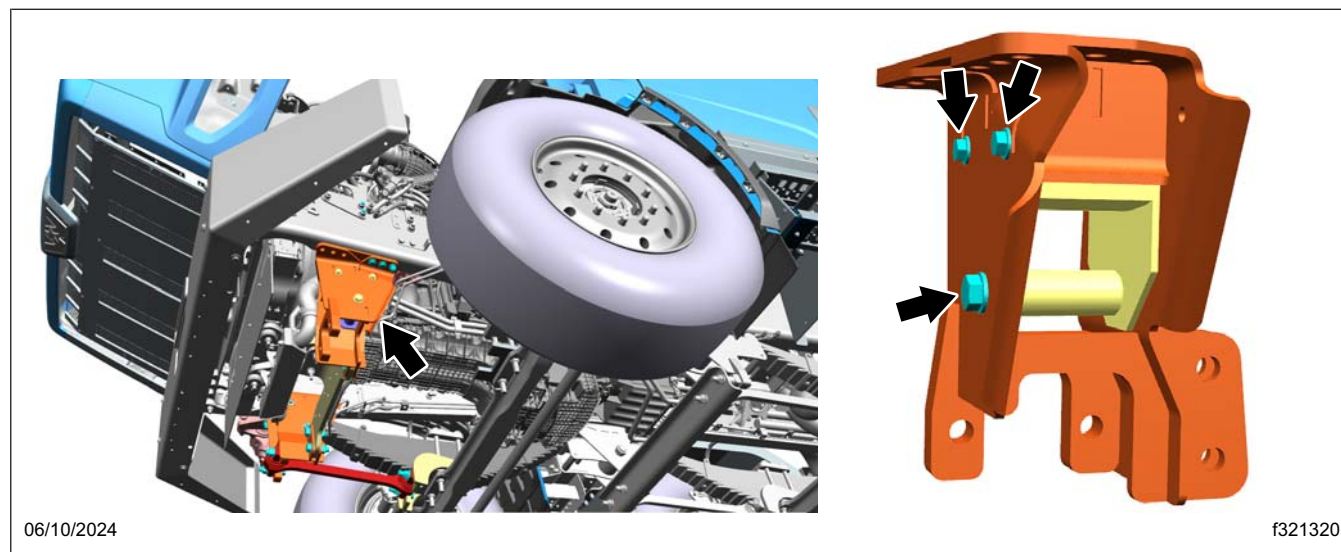


Fig. 4, Wear Pad Fasteners

7. Remove the front suspension hanger fasteners that attach the suspension hanger to the frame rail. See [Fig. 5](#).

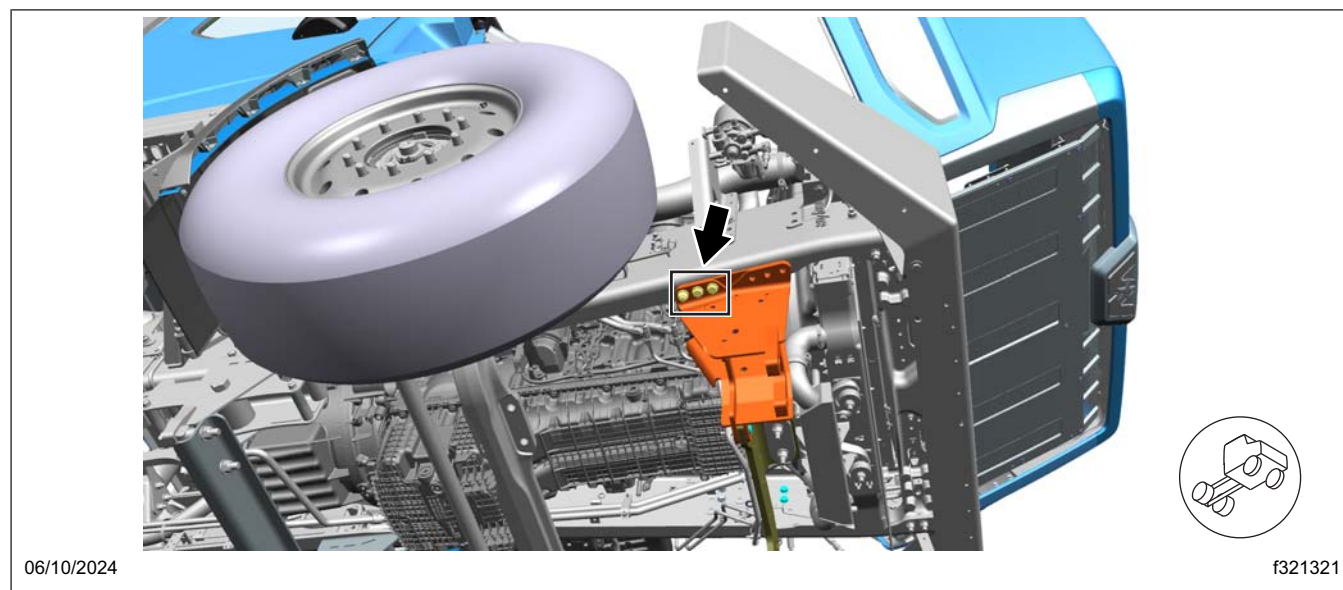


Fig. 5, Front Suspension Hanger Fasteners

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8. Remove the front engine support fasteners that attach the engine support to the suspension hanger.
See [Fig. 6](#).

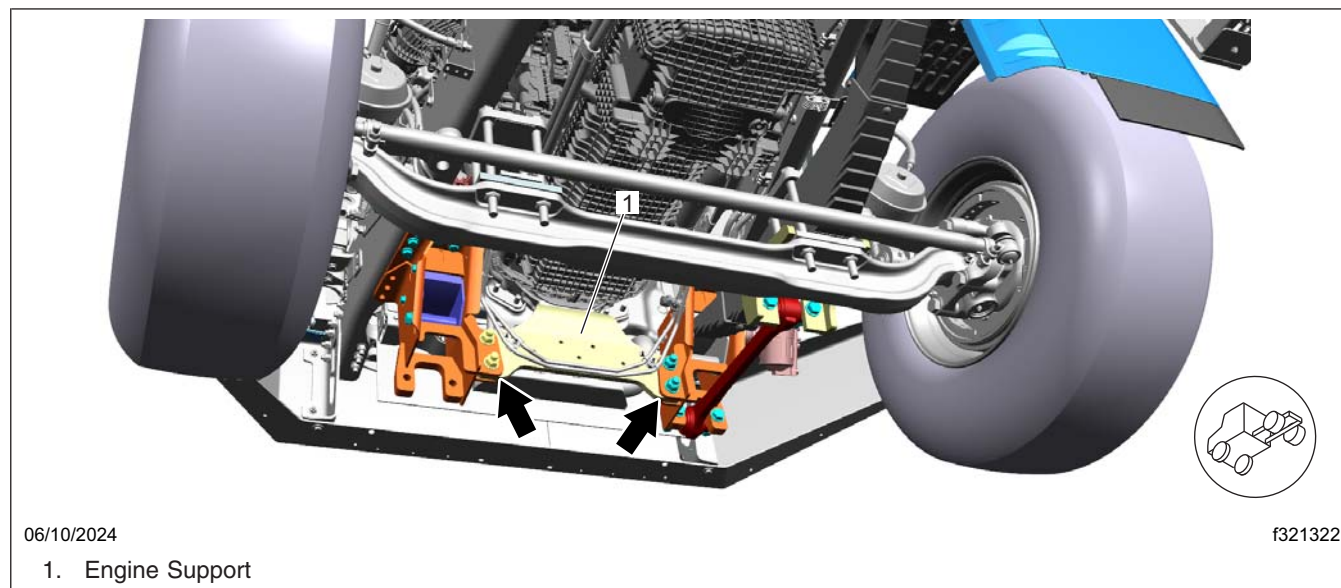


Fig. 6, Engine Support Fasteners

9. Remove the suspension hanger by lowering the front axle in small increments to gain access for removal.
10. Install the wear pad inside the new front suspension hanger. Secure it with fasteners and tighten 266 lbf·ft (361 N·m). See [Fig. 7](#).

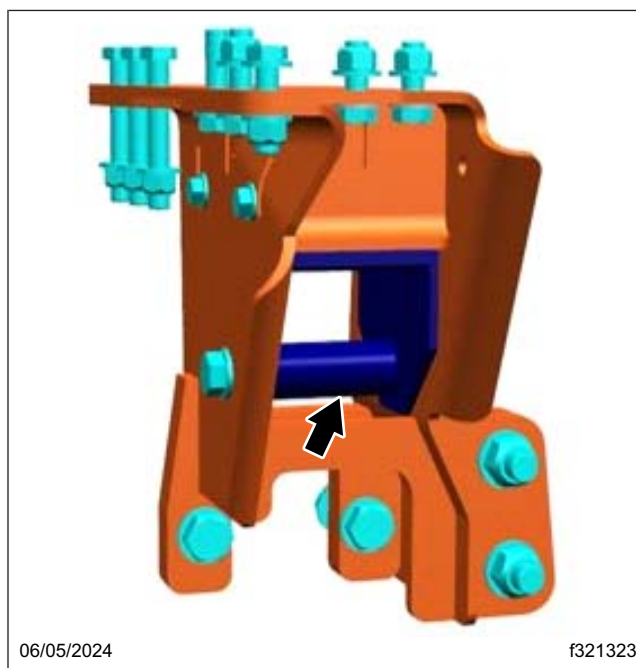


Fig. 7, Wear Pad

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11. Install the new front suspension hanger to the engine support. Secure it with fasteners and tighten 479 lbf·ft (649 N·m).
12. Install the suspension hanger fasteners that attach the hanger to the frame rail. Secure it with fasteners and tighten 173 lbf·ft (235 N·m).
13. Install the engine crossmember brace bracket on the suspension hanger. Secure it with fasteners and tighten 173 lbf·ft (235 N·m).
14. Install the steering gear and mounting bracket to the frame rail. Secure it with fasteners and tighten 479 lbf·ft (649 N·m).
15. Install the torque rod to the suspension hanger with fasteners. Secure it with fasteners and tighten 479 lbf·ft (649 N·m).
16. Move to the other side of the vehicle and repeat steps 1 to 15.

Replacement of the Left-Hand Side Mid-Suspension Hangers

1. Remove the cab access step and mount bracket. See [Fig. 8](#).

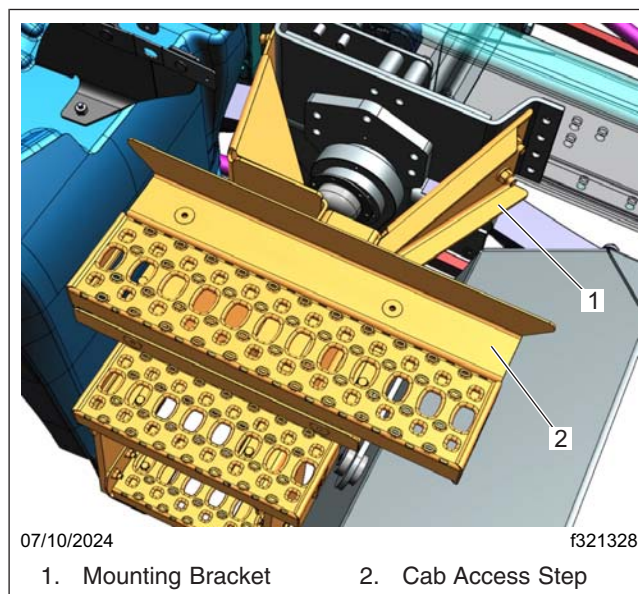


Fig. 8, Left-Hand Side Step and Bracket

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2. Remove the idler arm assembly as a complete unit, to access the suspension hanger. There is no need to disassemble or remove the drag links. Move the assembly outward from the frame rail and lower it out of the way to gain access. See [Fig. 9](#).

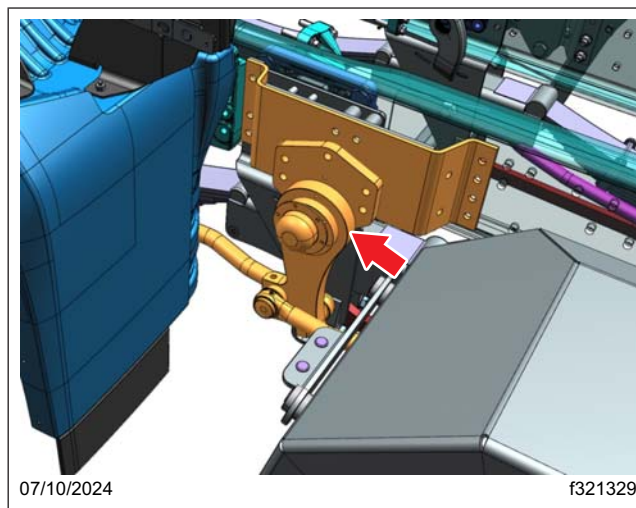


Fig. 9, Idler Arm Assembly

3. Ensure the forward and rear steer axles are appropriately supported before loosening mid-suspension hanger fasteners.
4. Remove the fasteners from the hanger mount to the frame rail. Some of the fasteners are shared with the engine mount and some cannot be taken out but they are captured and can be tightened again.
5. Remove the torque rod from the mid-suspension hanger. See [Fig. 10](#).

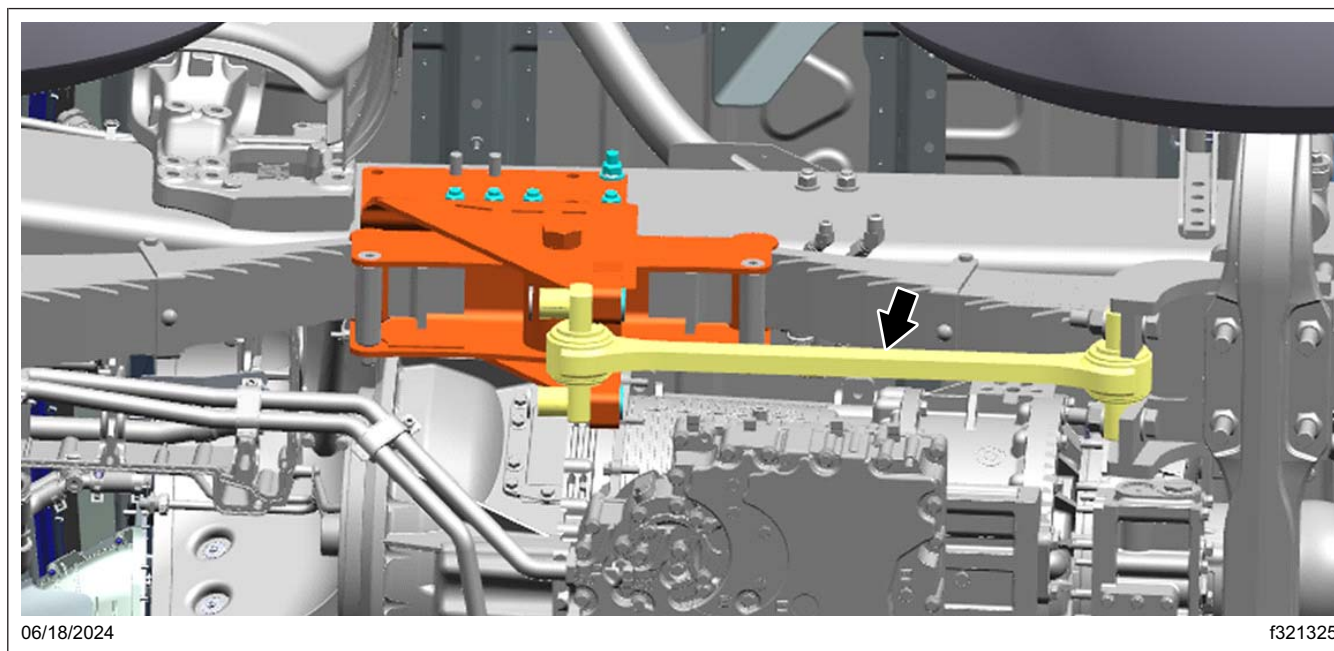


Fig. 10, Torque Rod

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6. Remove the mid-suspension hanger assembly and move the hanger outward to clear the fasteners that cannot be removed. See [Fig. 11](#).

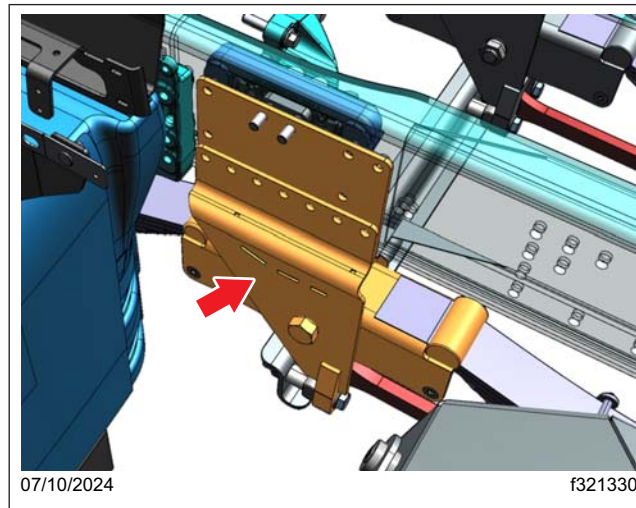


Fig. 11, Left-Hand Side Mid Suspension Hanger Assembly

7. Install the new mid-suspension hanger to the frame rail. Secure it with fasteners and tighten 173 lbf·ft (235 N·m).

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8. Re-use the sleeve, and replace the nuts & bolts on the mid-suspension hanger and tighten 76 lbf·ft (103 N·m). See [Fig. 12](#).

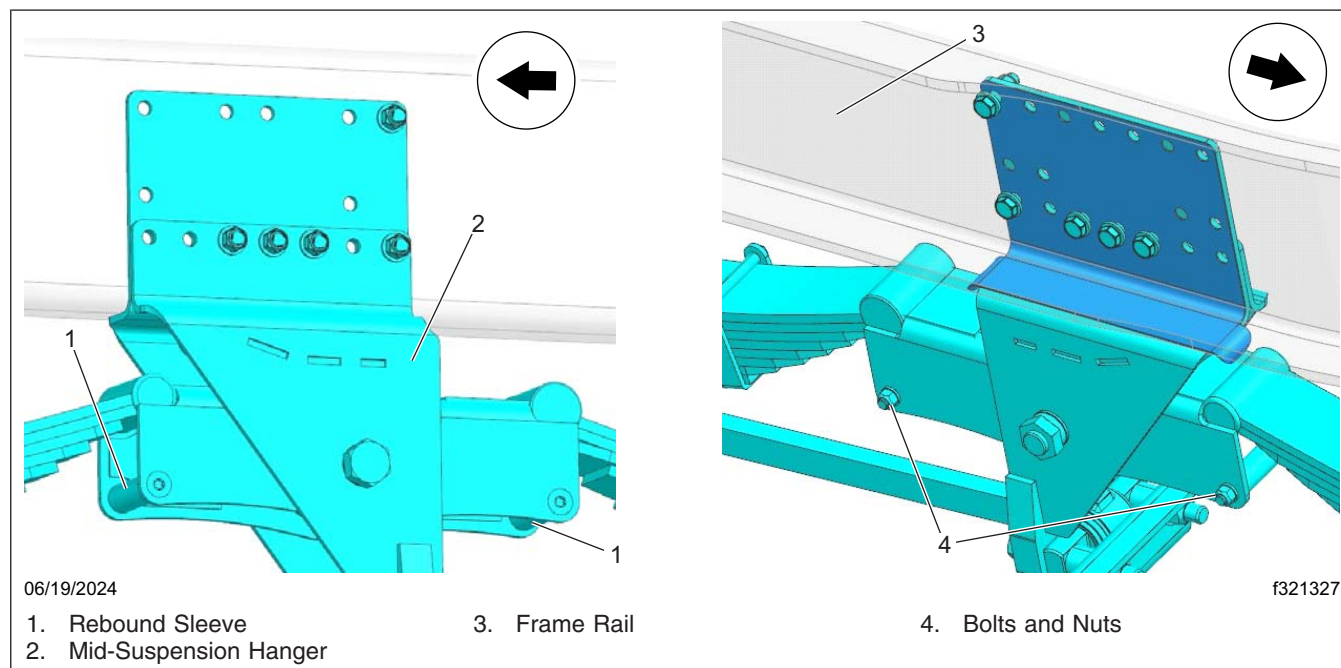


Fig. 12, Rebound Sleeve Bolt and Nut

9. Install the torque rod to the suspension hanger. Secure it with fasteners and tighten 465 lbf·ft (630 N·m).

IMPORTANT: The removal and replacement of the mid-suspension hanger must be performed at the same time as the replacement of the front suspension hanger. Two suspension hangers, one on the left-hand side and the other on the right-hand side of the vehicle, require replacement.

10. Install the idler arm assembly. Tighten the fasteners 173 lbf·ft (235 N·m).

11. Install the cab access step and mount bracket.

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Replacement of the Right-Hand Side Mid-Suspension Hangers

1. Remove the cab access step and mount bracket. See [Fig. 13](#).

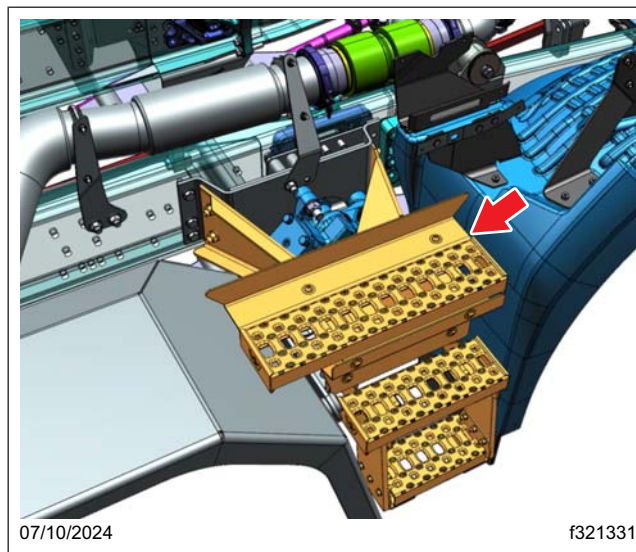


Fig. 13, Right-Hand Side Step and Bracket

2. Remove the plumbing from the steering gear.
3. Remove the exhaust bracket for clearance.
4. Remove the steering gear and bracket together and lower this as a complete assembly to access the suspension hanger. See [Fig. 14](#).

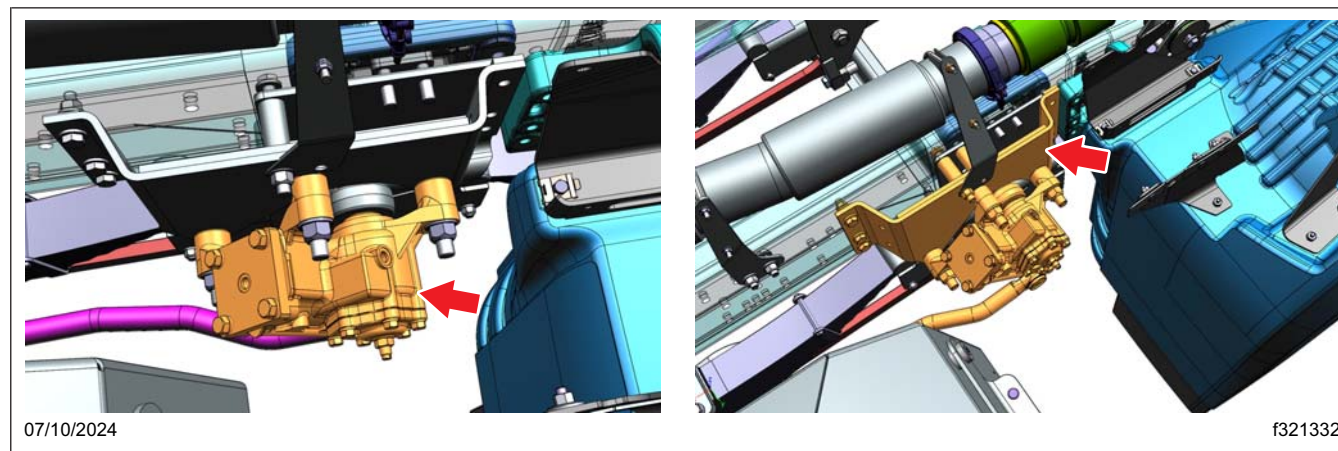


Fig. 14, Steering Gear and Bracket

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5. Remove the torque rod from the mid-suspension hanger. See [Fig. 15](#).

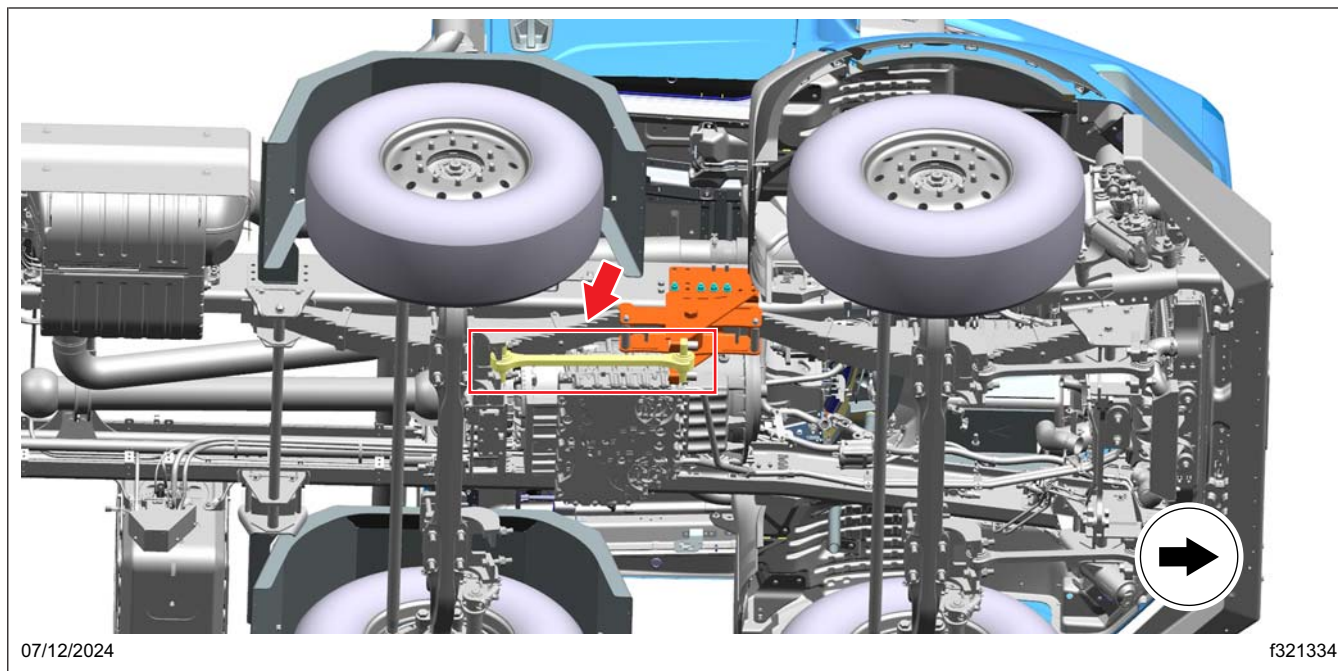


Fig. 15, Right-Hand Side Torque Rod

6. Remove the mid-suspension hanger and bracket. See [Fig. 16](#).

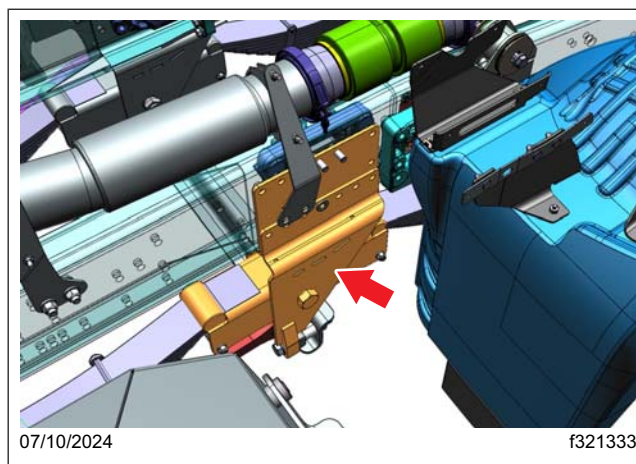


Fig. 16, Right-Hand Side Mid Suspension Hanger Assembly

7. Install the new mid-suspension hanger assembly. Tighten the fasteners 173 lbf-ft (235 N·m).

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8. Re-use the sleeve, and replace the nuts & bolts on the mid-suspension hanger and tighten 76 lbf-ft (103 N·m). See [Fig. 17](#).

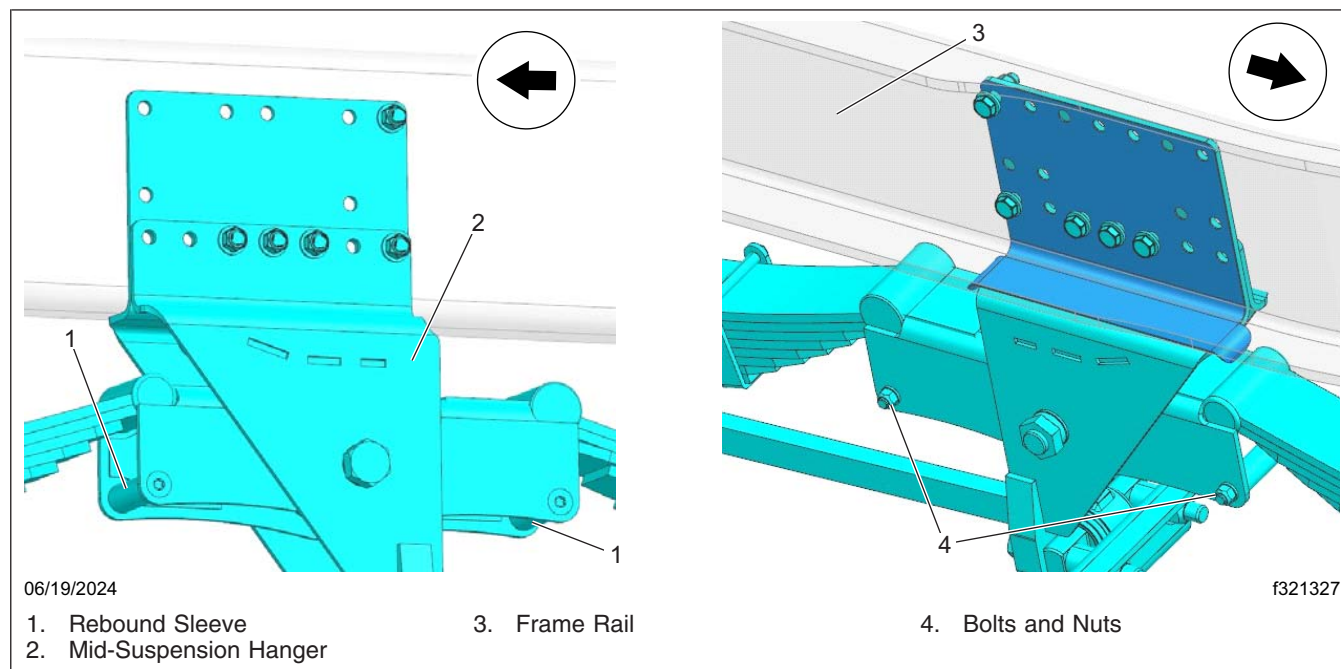


Fig. 17, Rebound Sleeve Bolt and Nut

9. Install the torque rod to the suspension hanger. Secure it with fasteners and tighten 465 lbf-ft (630 N·m).
10. Install the steering gear and bracket. Tighten the fasteners 173 lbf-ft (235 N·m).
11. Install the exhaust bracket. Tighten the fasteners 173 lbf-ft (235 N·m).
12. Install the gear plumbing.
13. Install the cab access step and mount bracket.
14. Remove the engine support.
15. Bleed the steering gear. This is a necessary step to prevent an air bubble in the system. For instructions, see **Group 46** of the *Western Star 47X and 49X Workshop Manual*.
16. After completing the procedure on both sides of the vehicle, remove the jack stands, and lower the vehicle to the ground. For instructions, see **Group 00** of the *Western Star 47X and 49X Workshop Manual*.
- IMPORTANT:** A full vehicle alignment is required after completing all the repairs.
17. Install the front bumper. For instructions, see **Group 31** of the *Western Star 47X and 49X Workshop Manual*.
18. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL994 (Form WAR260), indicating this work has been completed.