

D24R6

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|---------------------------|-------------------|
| Creation Date: | 07/25/2024 |
| Revised Date: | 11/14/2024 |
| NHTSA # | 24V-402 |
| NHTSA School Bus # | 24V-401 |
| Transport Canada # | 2024-315 |

Subject: Tie Rod Replacement
Models Affected: 3 & 5 DETROIT™ Front Steer Axles

Table 1 - Population

| Models Affected | | | | | |
|------------------------|------------------------|------------------------|----------------------|------------------------|----------------------|
| Make | Model | Model Yr. Start | Model Yr. End | Prod Start Date | Prod End Date |
| FCCC | S2C 106 Cab & Chassis | 2025 | 2025 | 4/29/2024 | 5/14/2024 |
| FCCC | S2RV 106 Cab & Chassis | 2025 | 2025 | 4/25/2024 | 5/16/2024 |
| Freightliner | 108SD | 2025 | 2025 | 4/17/2024 | 5/15/2024 |
| Freightliner | 114SD | 2025 | 2025 | 4/18/2024 | 5/23/2024 |
| Freightliner | Business Class M2 | 2025 | 2025 | 4/17/2024 | 5/22/2024 |
| Freightliner | Cascadia | 2025 | 2025 | 4/17/2024 | 5/22/2024 |
| Thomas Built Buses | SAF-T-LINER C2 | 2024 | 2025 | 6/20/2023 | 5/16/2024 |
| Western Star | 47X | 2025 | 2025 | 5/2/2024 | 5/15/2024 |
| Western Star | 49X | 2025 | 2025 | 5/2/2024 | 5/17/2024 |

General Information

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists on certain DETROIT™ Model 3 and 5 steer axles. DTNA is initiating Recall Campaign D24R6 to replace the tie rod assembly.

| | |
|------------------|--|
| PROBLEM: | The front axle tie rod ball studs may crack and break, which can result in tie rod separation. This will result in a sudden loss of steering control and increase the risk of a crash. |
| SOLUTION: | The complete tie rod assembly needs replacement. |

REVISION: Campaign groups H and I were added. New work instructions to remove the caliper bolts for these groups are added on page 12.

There are approximately 597 axles involved.

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.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

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Travel Time and Mileage

Due to the complexity of this safety-related repair and the tools required, this campaign does not qualify for travel time and mileage reimbursement. The repairs for this campaign need to be completed at an Authorized DTNA Service Facility.

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

If our records show your dealership has ordered any vehicle(s) involved in campaign number D24R6, 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.

IMPORTANT - After Repair is Complete:

Attach a red completion sticker (WAR260) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker, and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

Replacement Parts

Table 2 - Replacement Parts for D24R6

| Campaign Group | Part Description | Part Number | Qty |
|----------------|-------------------------------|----------------|------|
| A | ZB TIE ROD-URRESKO | MBA 6813300303 | 1 Ea |
| B | TIE ROD ASSEMBLY | MBA 6803307303 | 1 Ea |
| C | TIE ROD; TIE ROD ASSY | MBA 6803307403 | 1 Ea |
| D | ZB TIE ROD-URRESKO | MBA 6813300303 | 1 Ea |
| E | TIE ROD, URRESKO | MBA 6813300403 | 1 Ea |
| H | TIE ROD ASSEMBLY | MBA 6803307403 | 1 Ea |
| I | TIE ROD; TIE ROD ASSY | MBA 6813300403 | 1 Ea |
| H,I | Caliper Bolts (4 per caliper) | TDA 41X1801 | 8 Ea |
| All Groups | Blank completion sticker | WAR260 | 1 Ea |

Table 2 - Replacement Parts for D24R6

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Labor Allowance

Table 3 – Labor Allowance for D24R6

| Campaign Group | Procedure | Time Allowed (hours) | SRT Codes | Corrective Action |
|-----------------------|--|-----------------------------|-------------------|------------------------------|
| A-E | TIE ROD ASSEMBLY, R/R WITH ALIGNMENT (D24R6) | 2.5 – 2.6 | 996- R232A | 12-Repair Recall/Campaign |
| A-E | TIE ROD ASSEMBLY, R/R ONLY, SUBLET ALIGNMENT (D24R6) | 1.0 – 1.1 | 996- R232B | 12-Repair Recall/Campaign |
| H-I | TIE ROD ASSEMBLY, R/R WITH ALIGNMENT (D24R6) | 3.5 – 3.6 | 996- R232C | 12-Repair Recall/Campaign |
| H-I | TIE ROD ASSEMBLY, R/R ONLY, SUBLET ALIGNMENT (D24R6) | 2.0 – 2.1 | 996- R232D | 12-Repair Recall/Campaign |

Table 3 – Labor Allowance

Removed Parts

- For U.S. and Canadian Dealers, use the part disposition to determine how to manage removed parts (return, scrap, etc.). Dispositions are available at the date of the repair.
- For Export Dealers, destroy removed parts unless otherwise advised.

Claim Reimbursement - Labor Allowance

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.

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.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP component code, replacement parts, cause, corrective action and SRT code in OWL.

Table 4 - Claim Reimbursement Table

| | |
|----------------------------|------------------------|
| Claim Type | Recall Campaign |
| Campaign | D24R6 |
| VMRS Component Code | 015-004-045 |
| Cause Code | A1 – Campaign |
| Primary Failed Part | MBA 6803307403 |

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| Procedure A1 | |
|--|--|
| Use this labor operation for tie rod replacement <u>with alignment</u> | |
| Labor Number | 99--R232A |
| Labor Hours | 2.5 - 2.6 Hours TIE ROD ASSEMBLY, R/R, WITH ALIGNMENT (D24R6) GROUPS A-E |
| Part Number | Refer to Replacement Parts list and Campaign Group. |
| Parts Return | Campaign Group A-D, H-I - SCRAP Campaign Group E - RETURN |
| Procedure B1 | |
| Use this labor operation for tie rod replacement <u>with sublet alignment</u> | |
| Labor Number | 996-R232B |
| Labor Hours | 1.0 – 1.1 Hours TIE ROD ASSEMBLY, R/R ONLY, SUBLET ALIGNMENT (D24R6) GROUPS A-E |
| Part Number | Refer to Replacement Parts list and Campaign Group. |
| Parts Return | Campaign Group A-D, H-I - SCRAP Campaign Group E - RETURN |
| Procedure C1 | |
| Use this labor operation for tie rod replacement <u>with alignment</u> | |
| Labor Number | 996-R232C |
| Labor Hours | 3.5 - 3.6 Hours TIE ROD ASSEMBLY, R/R, WITH ALIGNMENT (D24R6) GROUPS H-I |
| Part Number | Refer to Replacement Parts list and Campaign Group. |
| Parts Return | Campaign Group A-D, H-I - SCRAP Campaign Group E - RETURN |
| Procedure D1 | |
| Use this labor operation for tie rod replacement <u>with sublet alignment</u> | |
| Labor Number | 996-R232D |
| Labor Hours | 2.0 – 2.1 Hours TIE ROD ASSEMBLY, R/R ONLY, SUBLET ALIGNMENT (D24R6) GROUPS H-I |
| Part Number | Refer to Replacement Parts list and Campaign Group. |
| Parts Return | Campaign Group A-D, H-I - SCRAP Campaign Group E - RETURN |

Note: Administrative Time (SRT 939-6010A) for 0.3 Hours is automatically added to the claim

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Claim type is **Recall Campaign**.

- In the Campaign field, enter the campaign number and appropriate condition code **D24R6**.
- In the **Primary Failed Part** field, enter **MBA 6803307403**.
- In the Parts section, enter the appropriate kit or part 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 using SRT 939-6010A, for 0.4 hours (for RVs) 0.3 hours (for all other vehicles)
- The VMRS Component Code is **015-004-045** and the Cause Code is **A1 - Campaign**.
- U.S. and Canada – Reimbursement for Prior Repair(s). 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 OWL 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.
 - The Dealer is required to 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 via Web inquiry at DTNAPortal.com/WSC, 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. 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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Daimler Truck North America LLC
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

**Copy of Notice to USA Owners
IMPORTANT SAFETY RECALL**

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

Subject: Tie Rod Replacement

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 DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2025 Freightliner Custom Chassis (FCCC) S2C and S2RV, Freightliner 108SD, 144SD, Business Class M2, and Cascadia, Thomas Built Buses SAF-T- LINER C2 and SAF-T-LINER EFX, and Western Star 47X and 49X vehicles. See below for additional details on vehicle applicability:

| Make | Model | Model Yr. Start | Model Yr. End | Prod. Start Date | Prod. End Date |
|--------------------|------------------------|------------------------|----------------------|-------------------------|-----------------------|
| FCCC | S2C 106 Cab & Chassis | 2025 | 2025 | April 29, 2024 | May 14, 2024 |
| FCCC | S2RV 106 Cab & Chassis | 2025 | 2025 | April 25, 2024 | May 16, 2024 |
| Freightliner | 108SD | 2025 | 2025 | April 17, 2024 | May 15, 2024 |
| Freightliner | 114SD | 2025 | 2025 | April 29, 2024 | May 23, 2024 |
| Freightliner | Business Class M2 | 2025 | 2025 | April 17, 2024 | May 22, 2024 |
| Freightliner | Cascadia | 2025 | 2025 | April 17, 2024 | May 22, 2024 |
| Thomas Built Buses | SAF-T- LINER C2 | 2024 | 2025 | June 20, 2023 | May 16, 2024 |
| Thomas Built Buses | SAF-T- LINER EFX | 2025 | 2025 | May 29, 2024 | May 29, 2024 |
| Western Star | 47X | 2025 | 2025 | May 2, 2024 | May 15, 2024 |
| Western Star | 49X | 2025 | 2025 | May 2, 2024 | May 17, 2024 |

The front axle tie rod ball studs may crack and break, which can result in tie rod separation. This will result in a sudden loss of steering control and increase the risk of a crash.

A Daimler Truck North America authorized service facility will replace the complete tie rod assembly. The Recall will take approximately 3 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 the Recall within a reasonable time after receiving notification.

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| Transport Canada # | 2024-315 |

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 ten 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 address: dtna-war-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 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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P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

**Copy of Notice to CANADA Owners
IMPORTANT SAFETY RECALL**

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

Subject: Tie Rod Replacement

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 DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2025 Freightliner 108SD, 144SD, Business Class M2, and Cascadia, and Western Star 47X and 49X vehicles. See below for additional detail on vehicle applicability:

| Make | Model | Model Yr. Start | Model Yr. End | Prod. Start Date | Prod. End Date |
|--------------|-------------------|------------------------|----------------------|-------------------------|-----------------------|
| Freightliner | 108SD | 2025 | 2025 | April 22, 2024 | April 22, 2024 |
| Freightliner | 114SD | 2025 | 2025 | April 18, 2024 | May 6, 2024 |
| Freightliner | Business Class M2 | 2025 | 2025 | April 17, 2024 | May 14, 2024 |
| Freightliner | Cascadia | 2025 | 2025 | April 19, 2024 | May 22, 2024 |
| Western Star | 47X | 2025 | 2025 | May 3, 2024 | May 15, 2024 |
| Western Star | 49X | 2025 | 2025 | May 3, 2024 | May 14, 2024 |

The front axle tie rod ball studs may crack and break, which can result in tie rod separation. This will result in a sudden loss of steering control and increase the risk of a crash.

A Daimler Truck North America authorized service facility will replace the complete tie rod assembly. The Recall will take approximately 3 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 the Recall within a reasonable time after receiving notification.

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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 ten 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 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 address dtna-war-campaigns@daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (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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Subject: Tie Rod Replacement
Models Affected: 3 & 5 DETROIT™ Front Steer Axles

| Models Affected | | | | | |
|------------------------|------------------------|------------------------|----------------------|------------------------|----------------------|
| Make | Model | Model Yr. Start | Model Yr. End | Prod Start Date | Prod End Date |
| FCCC | S2C 106 Cab & Chassis | 2025 | 2025 | 4/29/2024 | 5/14/2024 |
| FCCC | S2RV 106 Cab & Chassis | 2025 | 2025 | 4/25/2024 | 5/16/2024 |
| Freightliner | 108SD | 2025 | 2025 | 4/17/2024 | 5/15/2024 |
| Freightliner | 114SD | 2025 | 2025 | 4/18/2024 | 5/23/2024 |
| Freightliner | Business Class M2 | 2025 | 2025 | 4/17/2024 | 5/22/2024 |
| Freightliner | Cascadia | 2025 | 2025 | 4/17/2024 | 5/22/2024 |
| Thomas Built Buses | SAF-T-LINER C2 | 2024 | 2025 | 6/20/2023 | 5/16/2024 |
| Western Star | 47X | 2025 | 2025 | 5/2/2024 | 5/15/2024 |
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Work Instructions

Corrective Procedure: Tie Rod Assembly Replacement Group A-E (caliper removal NOT required)

Replace as follows:



WARNING:

To avoid injury before starting and running the engine, ensure the vehicle is parked on a level surface, parking brake is set, and the wheels are blocked.

1. Remove the bumper for both Cascadia models. For instructions, refer to Group 31 of the applicable workshop manual.
2. Remove and replace the tie rod assembly. For instructions, refer to Group 33 of the applicable workshop manual.
3. Perform a full chassis alignment. For instructions, refer to Group 33 of the applicable workshop manual.

IMPORTANT

If the vehicle is equipped with an APS3 steering gear, it must be calibrated when an axle alignment is performed. For procedures, see Section 46.09.105, Active Power Steering (APS) Calibration, of the applicable workshop manual.

4. Install the bumper. For instructions, refer to Group 31 of the applicable workshop manual.
5. Test drive the unit and calibrate the Electronic Stability Control (ESC) system.
6. Refer to the 'Completion Stickers' section at the end of this procedure for the final step to certify work.

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Corrective Procedure: Tie Rod Assembly Replacement Group H-I (caliper removal required)

Replace as follows:



WARNING:

To avoid injury before starting and running the engine, ensure the vehicle is parked on a level surface, parking brake is set, and the wheels are blocked.

1. Remove the bumper for both Cascadia models. For instructions, refer to Group 31 of the applicable workshop manual.
2. Remove the front tires refer to Group 40 of the applicable workshop manual.
3. Remove the front brake calipers refer to Group 42 of the applicable workshop manual.
4. Remove and replace the tie rod assembly. For instructions, refer to Group 33 of the applicable workshop manual.
5. Install the front brake calipers refer to Group 42 of the applicable workshop manual.
6. Install the front tires refer to Group 40 of the applicable workshop manual.
7. Perform a full chassis alignment. For instructions, refer to Group 33 of the applicable workshop manual.

IMPORTANT

If the vehicle is equipped with an APS3 steering gear, it must be calibrated when an axle alignment is performed. For procedures, see Section 46.09.105, Active Power Steering (APS) Calibration, of the applicable workshop manual.

8. Install the bumper. For instructions, refer to Group 31 of the applicable workshop manual.
9. Test drive the unit and calibrate the Electronic Stability Control (ESC) System.
10. Refer to the 'Completion Stickers' section at the end of this procedure for the final step to certify work.

Completion Stickers

Upon completion of Recall Campaign **D24R6**, clean a spot on the base label (Form WAR259), write the Recall Campaign Number **D24R6** on a blank, completion sticker (Form WAR260), and attach the completion sticker to the base label.

Label ordering info:

DTNA Portal > Chassis Service Information > Order Literature (Warranty Labels and Chassis Service) > Warranty