

August 2024
F1005 A
NHTSA #24V-509
Transport Canada #2024-393
(Revised August 2024)

Subject: Tie Rod Assembly

Models Affected: Specific model year 2025 Freightliner 114SD, and Cascadia; and Western Star 47X, and 49X vehicles manufactured April 29, 2024, through June 11, 2024.

General Information

REVISION: The initial problem statement was incorrect; the defective tie rod is actually the pusher axle, not the front axle.

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.

On the affected vehicles, the pusher 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.

There are approximately 77 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 part number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign number F1005, 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.

Table 1 - Replacement Parts for F1005

Campaign Number	Part Number	Part Description	Qty.
F1005A	HDR R 015537 2000	TIE ROD ASSEMBLY	1 ea
	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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
F1005A	Remove and Replace Tie Rod Assembly (114SD and Western Star)	2.5	996-R238A	12-Repair Recall/Campaign
F1005A	Remove and Replace Tie Rod Assembly (Cascadia)	2.6	996-R238A	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**.
- In the Campaign field, enter the campaign number and appropriate population/group code (**F1005-A**).
- In the Primary Failed Part Number field, enter **25-F1005-000**.
- In the Parts section, enter the appropriate part number 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 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 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.

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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.

IMPORTANT SAFETY RECALL

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

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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 a defect, which relates to motor vehicle safety exists in certain Model Year 2025 Freightliner 114SD and Cascadia; and Western Star 47X and 49X vehicles manufactured April 29, 2024, through June 14, 2024.

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	114 SD	2025	2025	April 29, 2024	June 14, 2024
Freightliner	Cascadia	2025	2025	April 30, 2024	May 30, 2024
Western Star	47X	2025	2025	April 30, 2024	June 5, 2024
Western Star	49X	2025	2025	May 1, 2024	June 11, 2024

The pusher 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 three 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://northam.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 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 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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Replacement of the Tie Rod Assembly

1. Check the base label (Form WAR259) for a completion sticker for F1005 (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. Replace the tie rod assembly. For instructions, see **Group 33** of the applicable workshop manual.
4. Perform the full vehicle alignment. For instructions, see **Group 33** of the applicable workshop manual.
5. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for F1005 (Form WAR260), indicating this work has been completed.