

December 2012
FL631AB
NHTSA #12V-405
Transport Canada #12-281

Subject: Perpendicular Aluminum Air Tank Mounting Brackets

Models Affected: Specific Freightliner 114SD, Business Class M2, Cascadia, and Coronado vehicles; Sterling 9500 vehicles; and Western Star 4700 vehicles manufactured July 29, 2008, through December 15, 2011.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division and wholly owned subsidiaries, Sterling Truck Corporation and Western Star Trucks Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 1,850 vehicles involved in this campaign.

Certain perpendicular air tank mounting brackets may develop cracks under some conditions. Increasing size of the cracks may lead to air tank brackets separating from the frame rails which may lead to a loss of air in the air brake system, possibly leading to increased stopping distances. Air tanks that become separated from a moving vehicle may create a road debris hazard, increasing the risk of a crash.

The final remedy is to replace the original aluminum mounting bracket (or steel bracket if interim repair was performed) with a more robust steel bracket. **(Vehicles that had the interim repair performed also require the final remedy.)**

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 Parts

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL631AB, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

Recall Campaign

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Table 1 - Replacement Parts for FL631AB

Campaign Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL631A (one bracket) FL631B (two brackets)	BRKT-11 IN AIR TANK	12-25890-000	1 ea	\$174.87 U.S. \$178.37 CAN

* Please charge all U.S. and Canadian Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls. This pricing does not apply to Export Distributors.

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	Damage Code
FL631A	Replace one bracket	0.7	996-0816A	000-Modifiedx
FL631B	Replace two brackets	1.3	996-0816B	000-Modifiedx

Table 2

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 QuickClaim or OWL:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL631A** or **FL631B**).
- In the Primary Failed Part Number field, enter **25-FL631-000**.
- In the Parts field, enter the appropriate part number and quantities as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.
- For OWL, the VMRS Component Code is 013-010-005 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 for this recall.)
- Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.
- Include the approved amount on your claim in Other Charges section.
- In the claim story, first note the authorization number and that the claim includes a reimbursement.
- Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
- When your claim is paid, reimburse the customer the appropriate amount.

IMPORTANT: ServicePro or 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 from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, 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 may be returned as noted for U.S. and Canadian dealers. Export locations will pay freight to return kits. 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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Copy of Notice to Owners

Subject: Perpendicular Aluminum Air Tank Mounting Brackets

For the Notice to U.S. Customers: This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

For the Notice to Canadian Customers: This notice is sent to you in accordance with the Canadian Motor Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of Freightliner Trucks Division and wholly owned subsidiaries, Sterling Truck Corporation and Western Star Trucks Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on specific Freightliner 114SD, Business Class M2, Cascadia, and Coronado vehicles; Sterling 9500 vehicles; and Western Star 4700 vehicles manufactured July 29, 2008, through December 15, 2011.

Certain perpendicular air tank mounting brackets may develop cracks under some conditions. Increasing size of the cracks may lead to air tank brackets separating from the frame rails which may lead to a loss of air in the air brake system, possibly leading to increased stopping distances. Air tanks that become separated from a moving vehicle may create a road debris hazard, increasing the risk of a crash.

The final remedy is to replace the original aluminum mounting bracket (or steel bracket if interim repair was performed) with a more robust steel bracket. **(Vehicles that had the interim repair performed also require the final remedy.)**

Please contact an authorized Daimler Trucks 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 www.DaimlerTrucksNorthAmerica.com. The Recall will take approximately one to two hours depending on the repair and will be performed at no charge to you.

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.

For the Notice to U.S. Customers: 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@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours. 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 to <http://www.safercar.gov>.

For the Notice to Canadian Customers: 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@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours.

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 Trucks 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 Trucks North America LLC dealer.

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

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Work Instructions

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Models Affected: Specific Freightliner 114SD, Business Class M2, Cascadia, and Coronado vehicles; Sterling 9500 vehicles; and Western Star 4700 vehicles manufactured July 29, 2008, through December 15, 2011.

Safety Precautions

When working on or around air brake systems and components, observe the following precautions:

- Chock the tires and shut down the engine before working under the vehicle.
- Depleting air system pressure may cause the vehicle to roll. Keep hands away from brake chamber pushrods and slack adjusters; they will apply as air pressure drops.
- Never connect or disconnect a hose or line containing compressed air. It may whip as air escapes. Never remove a component or pipe plug before all system pressure has been released.
- When working with compressed air, always wear safety glasses. Never look into air jets or direct them at anyone.
- Never exceed recommended air pressure.
- Never attempt to disassemble a component prior to reading and understanding the recommended procedures. Some components contain powerful springs, and injury can result if not properly disassembled. Use the correct tools, and observe all precautions pertaining to use of those tools.
- Replacement hardware, tubing, hose, fittings, etc., should be the equivalent size, type, length, and strength of the original equipment. Make sure that when replacing tubing or hose, all of the original supports, clamps, or suspending devices are installed or replaced.
- Replace devices with stripped threads or damaged parts. Repairs requiring machining should not be attempted.

Air Tank Mounting Bracket Replacement

Refer to **Fig. 1** for this procedure.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Securely chock the tires.
2. Drain the air from the air tanks.
3. Mark or tag all tank air lines, couplers, and valves for later assembly, then disconnect the components. Cap the exposed ports tightly to keep out contaminants.
4. Remove each air tank, as follows.
 - 4.1 Loosen the reaction joint clamp bolts.
 - 4.2 Remove the tank strap fasteners.
 - 4.3 Remove the air tank.
5. Remove the frame decking if needed, for access to the bracket mounting bolts.

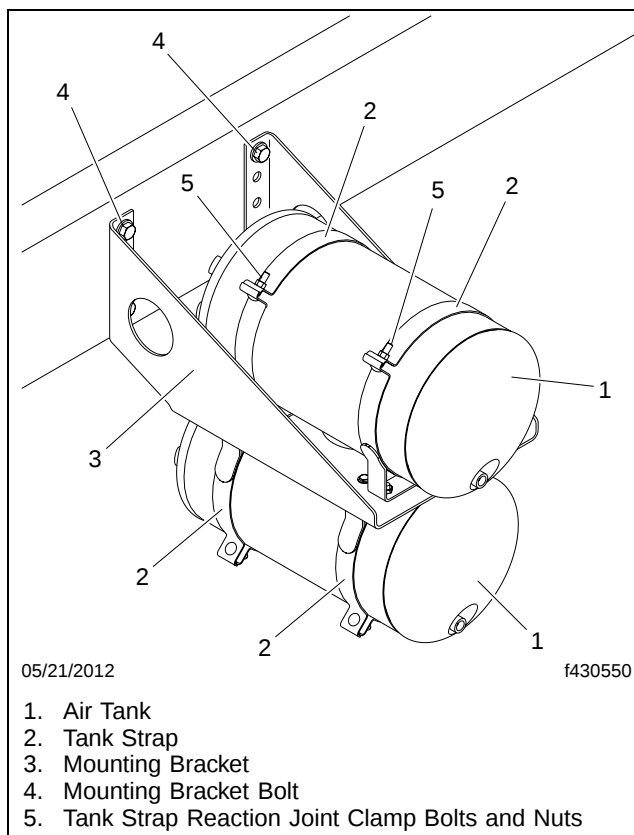


Fig. 1, Perpendicular Air Tank Installation

6. If the vehicle batteries are located between the frame rails, raise the battery box to access the air tank mounting bracket fasteners, as follows.
 - 6.1 Remove the battery box cover.
 - 6.2 Remove the two batteries adjacent to the bracket.
 - 6.3 Remove the battery box fasteners on the side adjacent to the bracket.
 - 6.4 Raise the corner of the battery box to access the bracket fasteners.
7. Remove the aluminum air-tank mounting bracket from the frame rail.
8. Install the new steel air-tank mounting bracket on the frame rail. Tighten the mounting bolts and nuts 120 to 150 lbf·ft (163 to 203 N·m).
9. Lower the battery box, and install the fasteners. Tighten 120 to 150 lbf·ft (163 to 203 N·m).
10. Install the batteries and the battery box cover.
11. Remove the air tank cradles from the aluminum air tank mounting bracket and install them on the new steel bracket. Tighten the mounting bolts and nuts 25 to 31 lbf·ft (34 to 42 N·m).
12. Position the tanks in the cradles on the new mounting bracket and install the straps and fasteners. Tighten the reaction joint clamp bolts 26 lbf·ft (35 N·m).
13. Connect all air lines, couplers, and valves to the tank, removing the caps as each component is installed.

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14. Install the frame decking, if removed.
15. Pressurize the air system, and check for leaks. Repair as needed.
16. Remove the chocks from the tires.
17. Clean a spot on the base label (Form WAR259). Write the campaign number, FL631, on a blank red completion sticker (Form WAR260) to indicate the work has been completed and attach it to the base label.