

Subject: National Seating Seat Suspension Welds

Models Affected: Specific Freightliner Cascadia and Western Star 4900 vehicles manufactured December 21, 2011, through February 23, 2012, with certain National Seating seats.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division and 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.

There are approximately 5,600 vehicles involved in this campaign.

On certain National Seating seat bases, the weld between the arm and air spring bracket may be out of specification. In the worst case, the weld may separate and the seat may lower unexpectedly, possibly affecting vehicle control and visibility.

A reinforcement bracket will be installed on all affected seats.

- FL624A – Both seats
- FL624B – Driver side seat only
- FL624C – Passenger side seat only

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 kit number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL624A-C, 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.

Table 1 - Replacement Parts for FL624

Campaign Number	Kit Number	Part Description	Part Number	Qty.	Suggested Wholesale*
FL624A - Use 2 kits FL624B - Use 1 kit FL624C - Use 1 kit	25-FL624-000	National Seating Reinforcement Bracket Kit	National Seating Kit #SK-1617	1 kit	\$12.48 U.S. \$12.73 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

Recall Campaign

Daimler Trucks
North America LLC

November 2012
FL624A-C
NHTSA #12V-138
Transport Canada #12-113

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
FL624A	Install reinforcement bracket on both seats	0.3	996-0884B	000-Modifiedx
	Install reinforcement bracket on both seats, with suspension skirt	0.4	996-0884D	000-Modifiedx
FL624B and C	Install reinforcement bracket on one seat (driver side or passenger side)	0.2	996-0884A	000-Modifiedx
	Install reinforcement bracket on one seat, with suspension skirt (driver side or passenger side)	0.3	996-0884C	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 (e.g. **FL624A, FL624B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL624-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- If the air spring bracket weld is broken, and the bracket has separated from the inner arms, it may be impossible to install the reinforcement bracket. Replace the seat base. Submit an OWL Recall Pre-Approval Request to include the seat base on a claim.
- 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 002-027-136 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 request.
 - 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 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.

Recall Campaign

Daimler Trucks
North America LLC

November 2012
FL624A-C
NHTSA #12V-138
Transport Canada #12-113

Copy of Notice to Owners

Subject: National Seating Seat Suspension Welds

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 (DTNA) on behalf of its Freightliner Trucks Division and its wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Cascadia and Western Star 4900 vehicles manufactured December 21, 2011, through February 23, 2012, with certain National Seating seats.

On certain National Seating seat bases, the weld between the arm and air spring bracket may be out of specification. In the worst case, the weld may separate and the seat may lower unexpectedly, possibly affecting vehicle control and visibility.

A reinforcement bracket will be installed on all affected seats.

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 up to an hour 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

**November 2012
FL624A-C
NHTSA #12V-138
Transport Canada #12-113**

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

Subject: National Seating Seat Suspension Welds

Models Affected: Specific Freightliner Cascadia and Western Star 4900 vehicles manufactured December 21, 2011, through February 23, 2012, with certain National Seating seats.

Seat Base Reinforcement Bracket Installation



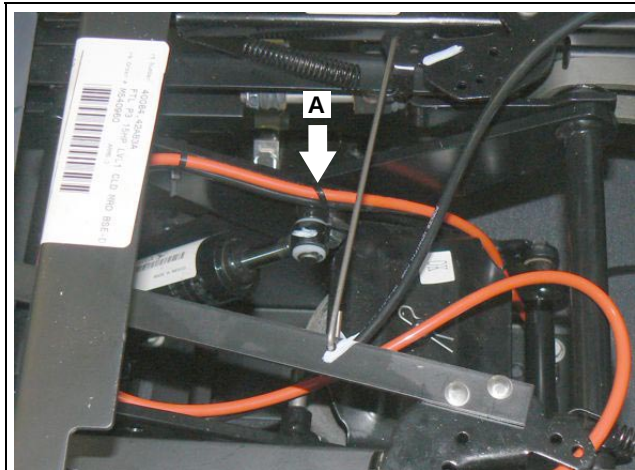
Use care not to place hands or fingers in the scissor-points of the suspension arms. If the seat moves up or down unexpectedly, the suspension parts may pinch a hand or finger, resulting in personal injury.

1. Check the base label (Form WAR259) for a completion sticker for FL624 (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, continue 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. Adjust the seat to the maximum height.
 - FL624A – Both seats
 - FL624B – Driver side seat only
 - FL624C – Passenger side seat only

4. If the seat base is equipped with a suspension skirt, remove the three Christmas-tree fasteners on each side, then lift the skirt up.

NOTE: If the air spring bracket weld is broken, and the bracket has separated from the inner arms, it may be impossible to install the reinforcement bracket. Replace the seat base. Submit an OWL Recall Pre-Approval Request to include the seat base on a claim.

5. Lift up the seat cushion.
6. Cut and remove the zip tie that attaches the air lines to the shock mounting post. See **Fig. 1** for non-swivel seats or **Fig. 2** for swivel seats.
7. From behind the seat, install the reinforcement bracket (**Fig. 3**) on top of the upper air spring bracket, with the hooked spurs underneath the shock mounting posts. Lift the seat cushion and view the installation from above, to make sure that no air lines or wires are pinched or snagged. See **Fig. 4**.
8. Set the reinforcement hook around the rear pivot shaft, with the hooked end pointing to the rear, then attach it to the reinforcement bracket with the screw. Tighten the screw until the two brackets fit snugly together, with no gap between them. See **Fig. 5** and **Fig. 6** for the completed installation.
9. If applicable, secure the suspension skirt to the bottom of the seat base.
10. Clean a spot on the base label (Form WAR259), write recall number FL624 on a blank red completion sticker (Form WAR260), and attach it to the base label.

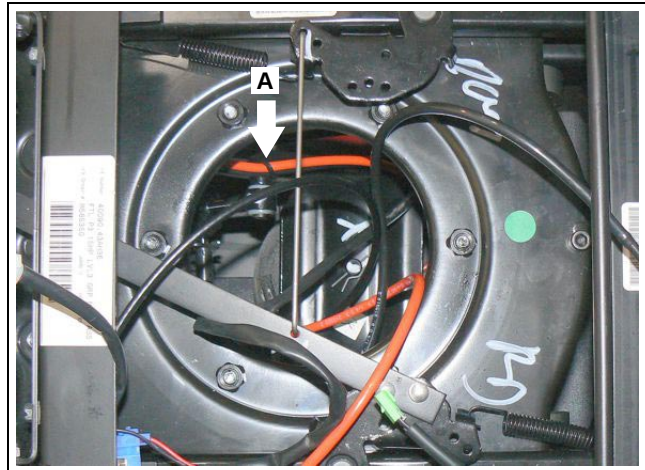


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- A. Cut the zip tie that attaches the air lines to the shock mounting post.

Fig. 1, Upper Shock Absorber Mounting Post, Non-Swivel Seats

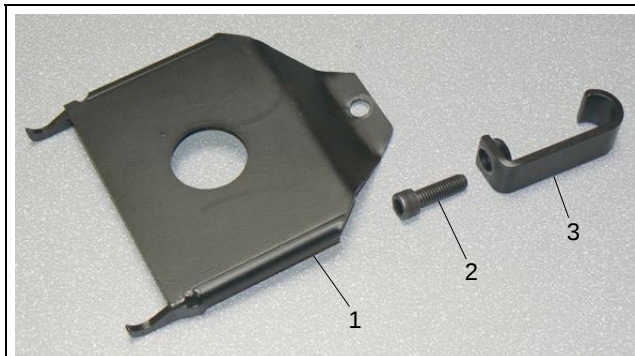


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- A. Cut the zip tie that attaches the air lines to the shock mounting post.

Fig. 2, Upper Shock Absorber Mounting Post, Swivel Seats

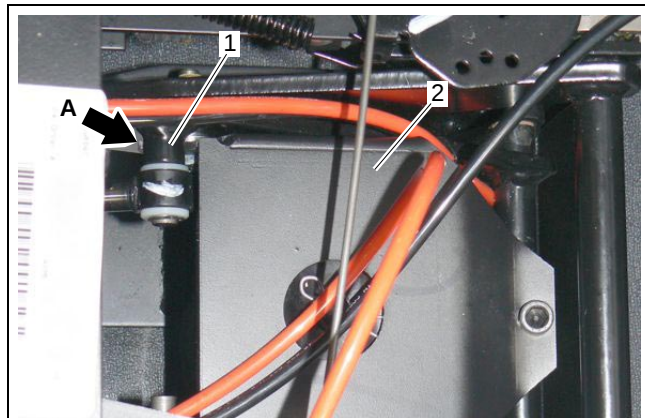


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- | | |
|--------------------------|-----------------------|
| 1. Reinforcement Bracket | 3. Reinforcement Hook |
| 2. Screw | |

Fig. 3, Reinforcement Bracket Kit



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- A. Set the hooked spurs underneath the shock mounting posts.

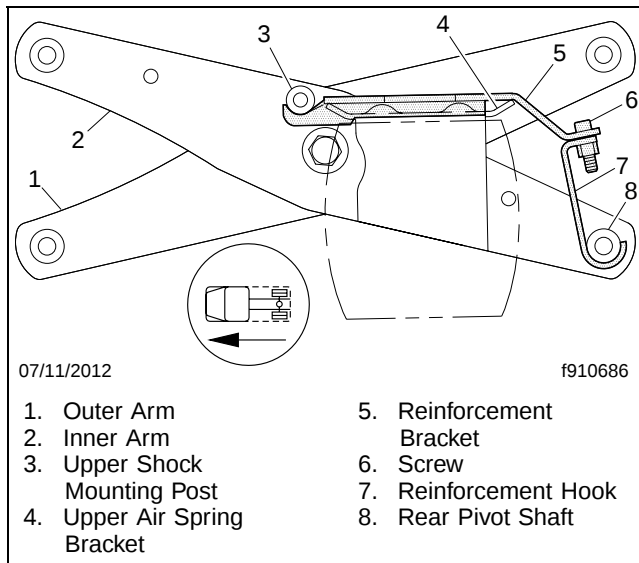
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| 1. Shock Mounting Post |
| 2. Reinforcement Bracket |

Fig. 4, Reinforcement Bracket Installation (view from above)

Recall Campaign

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**Fig. 5, Reinforcement Bracket Installation
(side section view)**



**Fig. 6, Reinforcement Bracket Installation
(view from behind the seat)**