

April 2017  
FL732A  
NHSTA #17V-124  
Transport Canada #17-130

**Subject: Western Star Aluminum Air Tanks**

**Models Affected: Specific Western Star 4900 model vehicles  
manufactured March 3, 2014, through January 31, 2017,  
built with triple compartment aluminum air tanks.**

**General Information**

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, 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 649 vehicles involved in this campaign.

Certain triple compartment air tanks may experience weld separation, which could cause a rapid loss of air pressure without warning. A sudden loss of air pressure may result in a reduction of braking ability or application of the park brakes, potentially increasing the risk of a crash.

The aluminum air tanks will be replaced with steel triple compartment air tanks.

**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 FL732, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

**Table 1** - Replacement Parts for FL732

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
FL732A	25-FL732-000	TANK-AIR,STL,12",TRPL,5900,WST	12-18861-005	1 ea
		CABLE ASSY-MTG,A/T,12IN DIA	12-19593-004	2 ea
		NUT-HEX,PT,3/8-24,C,ZN/AL,.337	23-13833-206	2 ea
		WASHER-HRDN,0.41X0.81X.080,ZN	23-09114-002	2 ea
		SCREW-CAP,HEX,5/16-18	23-09434-100	2 ea
		WASHER-HRDN,0.34X0.69X.080,ZN	23-09114-006	4 ea
		NUT-HEX,FLG,LOCK,5/16-18,ZN AL	23-13861-105	2 ea
		COMPLETION STICKER	WAR260	1 ea

**Table 1**

April 2017  
FL732A  
NHSTA #17V-124  
Transport Canada #17-130

## 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
FL732A	Remove, Replace and Paint Air Tank	1.6	996-0999A	12 - Repair Recall/Campaign
	Destroy Air Tank	0.5	996-0999B	12 - Repair Recall/Campaign

**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 OWL:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL732-A**).
- In the Primary Failed Part Number field, enter **25-FL732-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. A part allowance has been included for the cost of the paint.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-0010A for 0.3 hours.
- The VMRS Component Code is **013-010-004** 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.)
  - Submit an OWL Recall Pre-Approval Request for a decision.
  - Include the approved amount on your 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.
  - Reimburse the customer the appropriate amount.

**April 2017  
FL732A  
NHSTA #17V-124  
Transport Canada #17-130**

**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 from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at [DTNACONNECT.com](http://DTNACONNECT.com) / WSC, 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.

April 2017  
FL732A  
NHSTA #17V-124  
Transport Canada #17-130

## **Copy of Notice to Owners**

### **Subject: Western Star Aluminum Air Tanks**

**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 Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on specific Western Star 4900 model vehicles manufactured March 3, 2014, through January 31, 2017, built with triple compartment aluminum air tanks.

Certain triple compartment air tanks may experience weld separation, which could cause a rapid loss of air pressure without warning. A sudden loss of air pressure may result in a reduction of braking ability or application of the park brakes, potentially increasing the risk of a crash.

The aluminum air tanks will be replaced with steel triple compartment air tanks.

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.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com) / Contact Us / Find a Dealer. The Recall will take approximately two hours 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](mailto: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](mailto: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

April 2017  
FL732A  
NHSTA #17V-124  
Transport Canada #17-130

## **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.

April 2017  
FL732A  
NHSTA #17V-124  
Transport Canada #17-130

## Work Instructions

### Subject: Western Star Aluminum Air Tanks

**Models Affected: Specific Western Star 4900 model vehicles  
manufactured March 3, 2014, through January 31, 2017,  
built with triple compartment aluminum air tanks.**

## Replace and Destroy Aluminum Air Tank

1. Check the base label (Form WAR259) for a completion sticker for FL732 (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 sticker is present, no work is needed. If there is no sticker, proceed 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. Drain the air system by multiple applications of the service brakes until the air is completely drained from the air tanks.

NOTE: If access is limited, reverse the order of the next two steps and remove the air lines, couplers, and valves after removing the reservoir from its mount.

4. Mark or tag all reservoir air lines, couplers, and valves for later assembly, then disconnect the components. Cap the exposed ports tightly to keep out contaminants.
5. Remove the reservoir, as follows. See [Fig. 1](#).
  - 5.1 Remove and discard the mounting cable nuts.
  - 5.2 Remove and discard the mounting cables.
  - 5.3 Remove and discard the reservoir.

NOTE: Paint code information is found under vehicle info tab on DTNACconnect.

6. Paint air tank and mounting brackets to match chassis color.
7. On the workbench, note the position of each fitting, then transfer all of the fitting from the old tank to the new tank.

---

## NOTICE

---

**When tightening the mounting cable nuts, hold the end of the cable to prevent it from twisting. Failure to do so may lead to improper tightening, and a lose air tank.**

NOTE: If access is limited, connect the air lines, couplers, and valves before installing the new reservoir.

8. If there is sufficient work space, place the new reservoir in the mounting bracket, then install the new mounting cables and new fasteners from the kit.

Tighten the mounting cable fasteners as follows.

- 8.1 Install the mounting cable eye end bolt and nut finger tight.
- 8.2 Install the threaded end nut finger tight.
- 8.3 Tighten the mounting cable eye end nut 20 lbf·ft (27 N·m).
- 8.4 Tighten the threaded end nut 20 lbf·ft (27 N·m).

April 2017  
FL732A  
NHSTA #17V-124  
Transport Canada #17-130

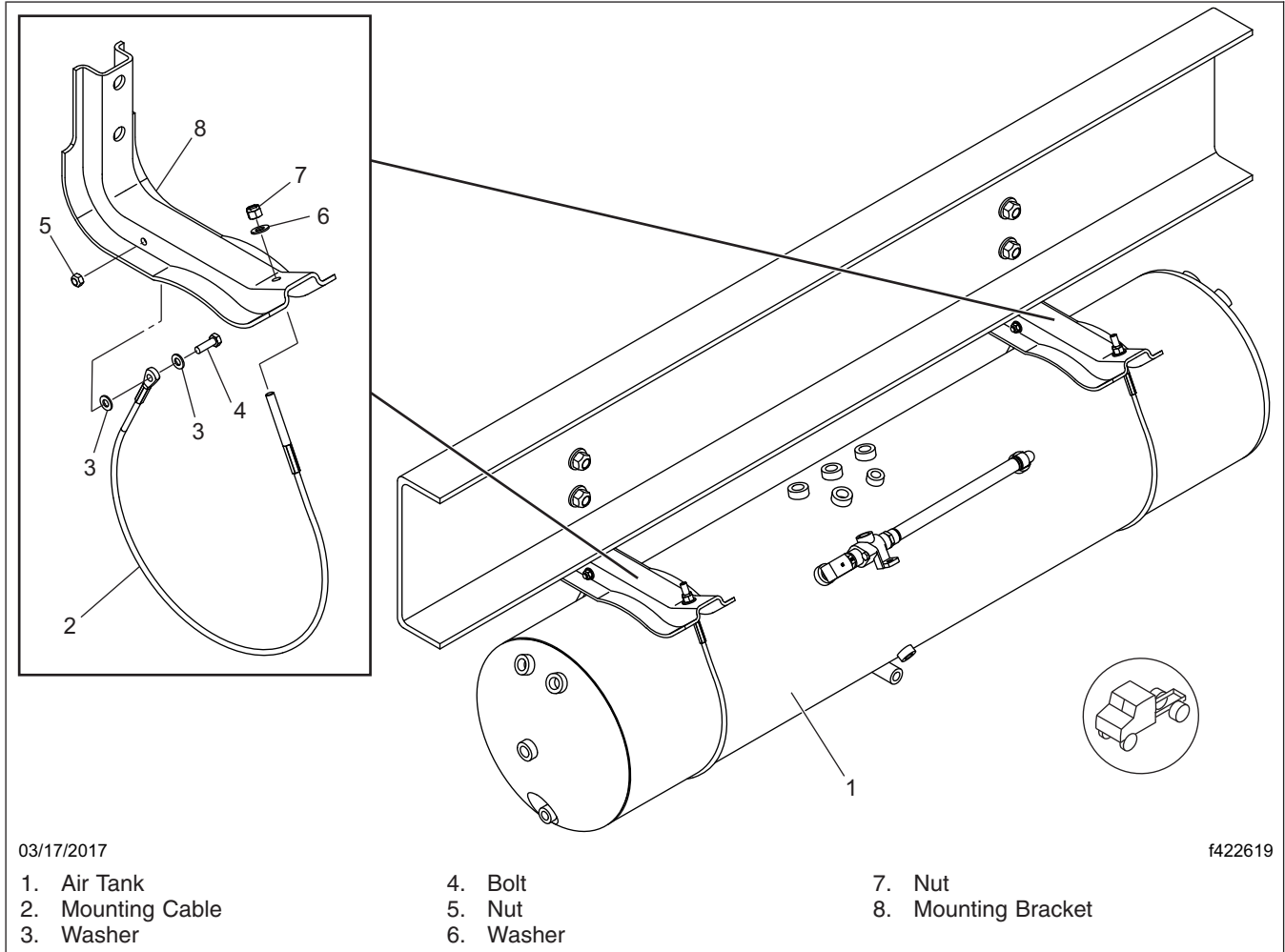


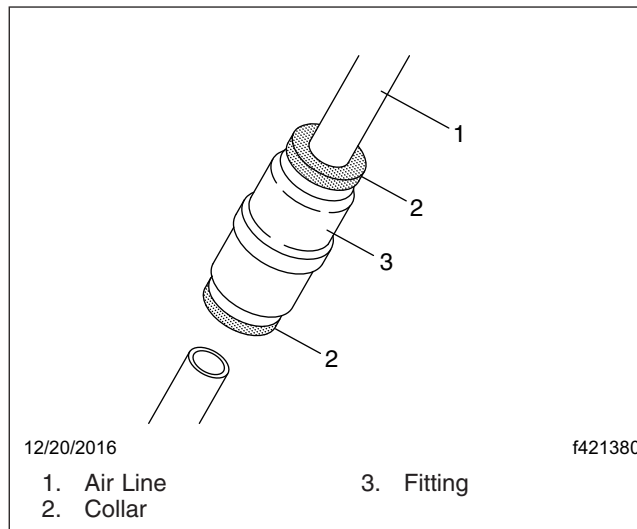
Fig. 1, Air Reservoir Installation

April 2017  
FL732A  
NHSTA #17V-124  
Transport Canada #17-130

NOTE: If damaged, quick-connect fittings must be replaced as an assembly.

9. Connect all air lines, couplers, and valves to the new reservoir, removing the caps as each component is installed.

On quick connect fittings, push the air line all the way into the fitting, then pull the collar away from the fitting to secure the air line. Check and make sure that the air line is seated in the fitting. See [Fig. 2](#).



**Fig. 2, Quick-Connect Fitting**

10. Pressurize the air system, and check all of the fittings for leaks.

11. Make sure all the air pressure is removed from the old air tank, then using a nonflammable cutting source, cut the tank in two.

12. Clean a spot on the base label (Form WAR259). Write the campaign number, FL732, on a blank red completion sticker (Form WAR260), to indicate the work has been completed, and attach it to the base label.