

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

Subject: Steering Wheel Fasteners

Models Affected: Specific Freightliner Cascadia vehicles, and Western Star 5700 vehicles, manufactured July 31, 2018, through August 2, 2018.

General Information

Daimler Trucks 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.

There are approximately 709 vehicles involved in this campaign.

On certain vehicles, steering wheel splines may not be correctly aligned, preventing full depth installation on the steering column and cross threading of the screw. This could cause the steering wheel to separate from the steering column, resulting in a loss of steering control, which could increase the risk of a crash.

Steering wheels and fasteners will be inspected and replaced as needed. **A customer may choose to have the vehicle towed into an authorized Daimler Trucks dealer to have the recall performed.**

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 and/or 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 FL796A-F, 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 FL796

Campaign Number	Part Number	Part Description	Qty. per Part
FL796A	A14-19622-000	WHEEL-STEERING,PUR,BLK	1 ea
	A14-19949-001	COLUMN-STEERING,ADJ	
	14-19087-000	SCREW-COUNTERSUNK	
FL796B	A14-19622-001	WHEEL-STRG,PUR,CRM SWI	1 ea
	A14-19949-001	COLUMN-STEERING,ADJ	
	14-19087-000	SCREW-COUNTERSUNK	
FL796C	A14-19292-002	WHEEL-STRG,450MM,WDGRN	1 ea
	A14-18970-002	COLUMN-STEERING,ADJUST	
	14-19392-000	NUT-STRG WHEEL,HEX,M16	

Table 1, Continued on page 2

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

Campaign Number	Part Number	Part Description	Qty. per Part
FL796D	A14-19292-001	WHEEL-STRG,450MM,LEATH	1 ea
	A14-18970-002	COLUMN-STEERING,ADJUST	
	14-19392-000	NUT-STRG WHEEL,HEX,M16	
FL796E	A14-19622-002	WHEEL-STRG,LTHR,CRM SW	1 ea
	A14-19949-001	COLUMN-STEERING,ADJ	
	14-19087-000	COLUMN-STEERING,ADJ	
FL796F	A14-19292-000	WHEEL-STRG,450MM,URETH	1 ea
	A14-18970-002	COLUMN-STEERING,ADJUST	
	14-19392-000	NUT-STRG WHEEL,HEX,M16	
FL796A-F	BLANK COMPLETION STICKER	WAR260	1 ea

Table 1, Continued from page 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	Corrective Action
FL796A-F	Inspect steering wheel for proper seating	0.2	996-R055A	06-Inspect
FL796A-F	Inspect and replace steering wheel, column, nut, or screw	1.1	996-R055B	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

NOTE: Customers may choose to have the vehicle towed to an authorized Daimler Trucks dealer to have the recall performed. See below bullet point "in the Other Charges field".

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 Campaign**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (e.g. **FL796-A, FL796-B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL796-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- In the Other Charges field, enter the cost of the tow. The towing invoice must be attached.

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

- The VMRS Component Code is **015-001-001** 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.

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 DTNACconnect.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.

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

Copy of Notice to Owners

Subject: Steering Wheel Fasteners

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 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 specific Freightliner Cascadia vehicles, and Western Star 5700 vehicles, manufactured July 31, 2018, through August 2, 2018.

On certain vehicles, steering wheel splines may not be correctly aligned, preventing full depth installation on the steering column and cross threading of the screw. This could cause the steering wheel to separate from the steering column, resulting in a loss of steering control, which could increase the risk of a crash.

Steering wheels and fasteners will be inspected and replaced as needed.

You may choose to have the vehicle towed to an authorized Daimler Trucks dealer to the recall performed. The cost of a tow will be covered by the recall. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take up to one hour, depending on the work needed, 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 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

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.

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

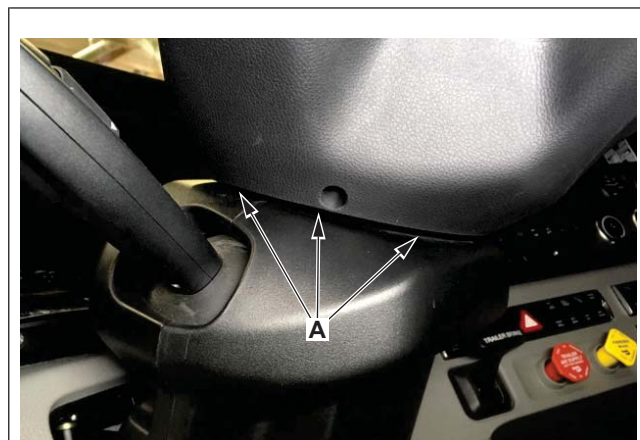
Work Instructions

Subject: Steering Wheel Fasteners

Models Affected: Specific Freightliner Cascadia vehicles, and Western Star 5700 vehicles, manufactured July 31, 2018, through August 2, 2018.

Inspect/Replace Steering Wheel Fasteners

1. Check the base label (Form WAR259) for a completion sticker for FL796 (Form WAR260) indicating this work has been done. The base label is usually located on the front wall under the dash. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.
3. Inspect the steering wheel and make sure that the area between the lower edge of the steering wheel and the upper steering column cover is fully seated. See [Fig.1](#) and [Fig.2](#). When the steering wheel is fully seated, the lower steering wheel should overlap the column cover.



11/01/2018

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A. On a fully seated steering wheel, the lower steering wheel overlaps the column cover.

Fig. 1, Fully Seated Steering Wheel



11/01/2018

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A. When the steering wheel is not fully seated, there is a gap between the lower steering wheel and the column cover.

Fig. 2, Steering Wheel that is Not Fully Seated

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

4. Unsnap the cover from the steering wheel. See [Fig. 3](#).



Fig. 3, Removing the Steering Wheel Cover

5. Verify that the fastener torque is $60 \text{ lbf}\cdot\text{ft} \pm 7$ ($80 \text{ N}\cdot\text{m} \pm 10$). If the torque is correct and there is no gap between the lower steering wheel and the column cover, no further action is necessary. Continue to step 33.
If the steering wheel is not fully seated (excessive gap), and/or if the steering wheel fastener cannot be properly torqued, continue to step 6.
6. Disconnect the batteries.
7. Unclip the clockspring harnesses from the steering wheel.
8. Remove the steering wheel screw, then remove the steering wheel.

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

9. Inspect the steering column splines. There should be no wear or damage on the splines. See [Fig. 4](#) and [Fig. 5](#).



Fig. 4, Damaged Steering Column Splines



Fig. 5, Steering Column Splines with Undamaged Grooves

10. Remove the lower dash panel.
 - 10.1 Remove the three screws from lower panel above the throttle pedal, and remove panel.
 - 10.2 Remove five screws for the panel containing the diagnostic interface connector panel. Remove plastic jam, then remove the panel.
 - 10.3 Remove the two screws from the lower steering column cover, then remove the cover.
 - 10.4 Remove the three screws that secure the upper edger of the lower dash panel. Remove the panel.
11. Remove the two fasteners on the upper column cover and the two on the lower column cover, and remove the covers.
12. Remove the turn signal lever and multifunction lever.
 - 12.1 Remove the two screws that secure the turn signal switch to the steering wheel assembly.
 - 12.2 Pull the turn signal switch out, and remove the electrical connector.
13. Remove and discard the pinch bolt and nut from the end yoke of the stub shaft, and disconnect the yoke from the steering column shaft end.

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

14. Support the column, then remove the bolts that hold the column to the column mounting bracket, and remove the column.

If needed, rotate the column upward when removing it from the bracket tab to gain additional clearance from surrounding parts.

15. Disconnect the clockspring connector. See [Fig. 6](#).

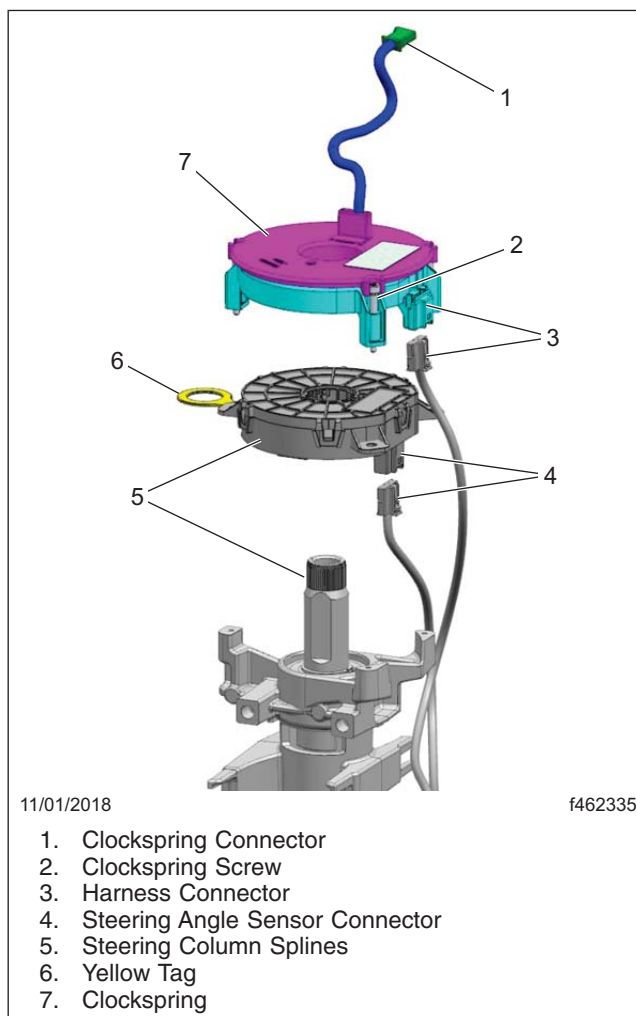


Fig. 6, Steering Column Assembly

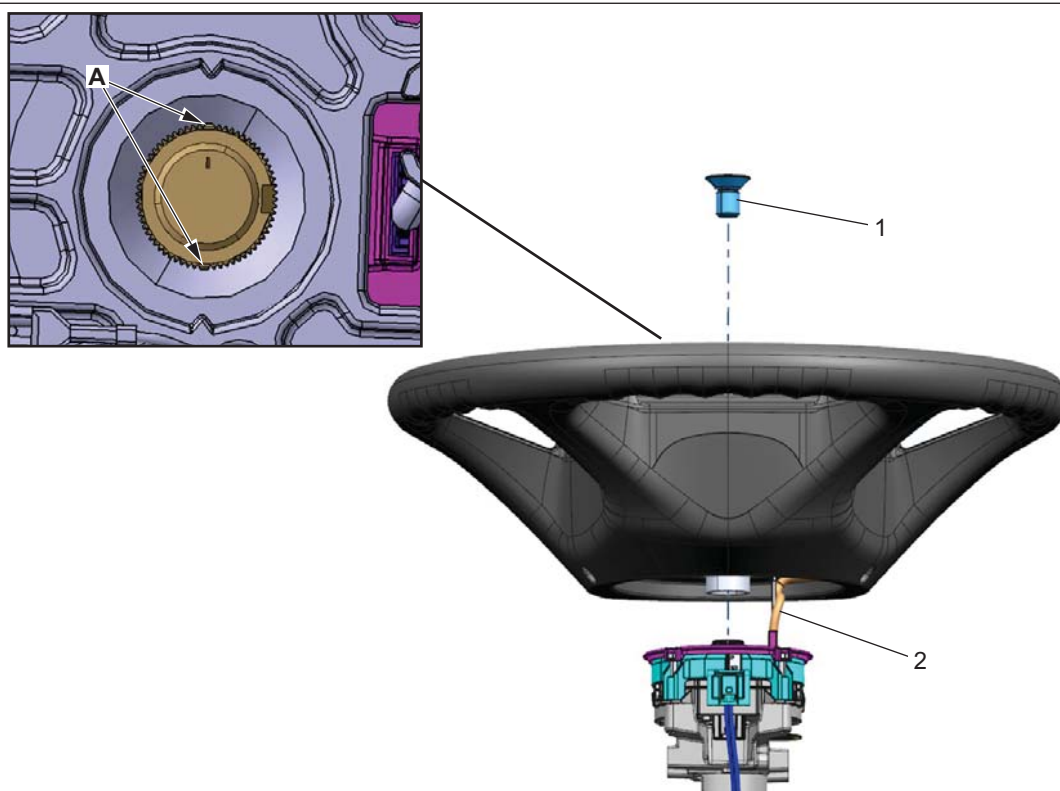
16. Disconnect the harness from the steering angle sensor.
17. Align the steering angle sensor D-flats with the steering column D-flats before lowering the new sensor on to the steering column.
18. Align the clockspring D-flats with the steering column D-flats before lowering the clockspring onto the steering column. Also, align the holes on the angle sensor and on the column casting.

NOTE: Do not over torque the screws, which may deform the plastic column.

19. Torque the three screws pre-installed with the clockspring to 9.8 lbf-in (110 N-cm).
20. Connect the harness uplead to the steering angle sensor, and then to the clockspring assembly. Make sure that the harness does not interfere with other components.

November 2018
FL796A-F
NHTSA #18V-699
Transport Canada #2018-551

21. Position the new column on the frontwall bracket, then install the bolts and washers and tighten hand-tight.
22. Ensure the column is mounted flush with the column mounting bracket and the frontwall, then tighten the bolts 23 to 29 lbf·ft (31 to 40 N·m).
23. Connect the I-shaft yoke to the steering column shaft end and install a new pinch bolt and nut. Tighten 30 to 35 lbf·ft (41 to 47 N·m). Apply torque seal, OGP F900WHITE, to the exposed pinch bolt threads and nut.
24. Install the turn signal and multifunction levers and connect the wiring connectors.
25. Install the steering column covers.
26. Install the lower dash panel.
27. Pass the wires from the clockspring through the opening in the steering wheel hub.
28. Align the splines on the steering wheel with the splines on the steering wheel column shaft, then lower the steering wheel onto the steering column. See [Fig. 7](#).



11/01/2018

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- A. Aligning the splines on the steering wheel with the splines on the column shaft.
1. Steering wheel Screw.
 2. Clockspring Harness

Fig. 7, Aligning the Splines

29. Torque the steering wheel screw to 60 lbf·ft $\pm$ 7 (80 N·m $\pm$ 10).
30. Clip the clockspring harnesses into the steering wheel.
31. Insert the clockspring connector to the switch pod terminal.
32. Snap the cover onto the steering wheel.
33. Clean a spot on the base label (Form WAR259). Write the recall number, FL796, on a completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.