

April 2019
FL812A-C
NHTSA #19V-171
Transport Canada #2019-196

Subject: Western Star Odometers

Models Affected: Specific Western Star 4700 and 4900 model vehicles manufactured August 23, 2018, through February 7, 2019, with certain Pacific Insight Electronics speedometers.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of 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 350 vehicles involved in this campaign.

On specific MPH odometers, distance traveled is accumulated in kilometers, but the dial is labeled miles. The primary unit of measurement on these vehicles should be miles. If the odometer fails to register the correct distance then it could lead to driver confusion, and inspections and maintenance could occur sooner than needed, as well as possible incorrect assumptions about driver speed. An incorrect speed assumption increases the risk of crash. The odometer fails to meet the requirements of FMVSS 101 Table 2, "Identifiers for controls, Telltales, and indicators with No Color or Illumination Requirements".

The affected speedometers will be replaced with a new MPH speedometer.

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 FL812, 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 FL812

Campaign Number	Part Description	Part Number	Qty. per Vehicle
FL812A,C	SPEEDOMETER, MPH/KPH, BRIGHT	A22-76315-005	1 ea
FL812B	SPEEDOMETER, MPH/KPH, BLACK	A22-76315-004	1 ea
FL812A-C	BLANK COMPLETION STICKER	WAR260	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
FL812A-C	Inspect Speedometer/Odometer	0.2	996-R064A	06-Inspect
	Inspect and Replace Speedometer/Odometer	0.6	996-R064B	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 Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (e.g. **FL812-A, FL812-B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL812-000**.
- 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.
- The VMRS Component Code is **003-002-001** 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 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

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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: Western Star Odometers

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 Truck Sales Inc., has decided that a defect that relates to motor vehicle safety exists on specific Western Star 4700 and 4900, model vehicles manufacture August 23, 2018, through February 7, 2019, with certain Pacific Insight Electronics speedometers.

On specific MPH odometers, distance traveled is accumulated in kilometers, but the dial is labeled miles. The primary unit of measurement on these vehicles should be miles. If the odometer fails to register the correct distance then it could lead to driver confusion, and inspections and maintenance could occur sooner than needed, as well as possible incorrect assumptions about driver speed. An incorrect speed assumption increases the risk of crash. The odometer fails to meet the requirements of FMVSS 101 Table 2, "Identifiers for controls, Telltales, and indicators with No Color or Illumination Requirements".

The affected speedometers will be replaced with a new MPH speedometer.

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. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately one 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.

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>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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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: Speedometer/Odometer Inspection and Replacement

Models Affected: Specific Western Star 4700 and 4900 model vehicles manufactured August 23, 2018, through February 7, 2019, with certain Pacific Insight Electronics speedometers.

Work Instructions

1. Check the base label (Form WAR259) for a completion sticker for FL812 (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, shut down the engine, and apply the parking brakes. Chock the tires.

NOTE: To help maintain a record of the total distance for the vehicle, an additional base label (Form WAR259) will be used to record the existing odometer reading. This label will be placed in the driver's side door jamb.

3. Attach a base label (Form WAR259) to the driver's side door jamb. In the left-hand column on the first row of the sticker, note the date and in the right hand column list FL812. In the left-hand column on the second row, write in the words "Odometer reading." In the right hand column write the odometer reading from the current speedometer gauge.
4. For vehicles with Detroit® engines, continue with the next step. For vehicles with Cummins® engines, go to step 6.
5. Verify that the speedometer/odometer is operating normally (Detroit engines).
 - 5.1 Connect the vehicle to DiagnosticLink.
 - 5.2 Turn the ignition switch on and allow DiagnosticLink to connect to vehicle modules.
 - 5.3 Select the "Identification" tab, and the "Common" view, then scroll to the Common Powertrain Controller (CPC). See [Fig. 1](#).

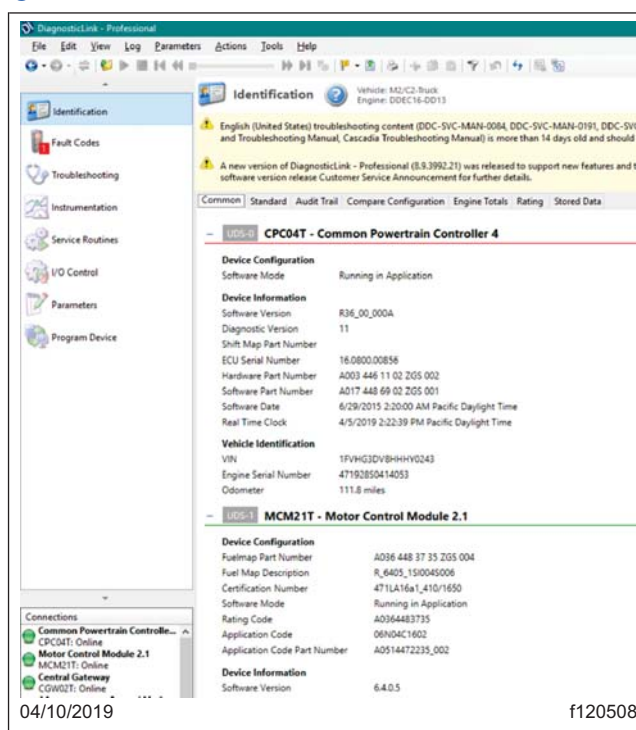


Fig. 1, DiagnosticLink

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- 5.4 Record the odometer reading for the CPC located under "Vehicle Identification." Compare the CPC odometer reading to the speedometer odometer.

If the CPC odometer and speedometer odometer readings match, no further action is necessary. Turn the ignition off, disconnect the vehicle from DiagnosticLink, and go to step 21.

If the CPC odometer and speedometer odometer readings do not match, turn ignition off, disconnect the vehicle from DiagnosticLink, and go to step 7 for replacement of the speedometer gauge.

6. Verify that the speedometer/odometer is operating normally (Cummins engines).

- 6.1 Connect to vehicle using Cummins Insite™. See [Fig. 2](#).

Name	ECM Value	Units
ISX12 CM2350 X102/X103/X108/ISX15 CM2350 X101/X104/X109		
CM2350A		
All Trips (Cumulative)		
Aftertreatment		
Diesel Exhaust Fluid to Fuel Consumption Ratio	4	percent
Maximum Diesel Particulate Filter Differential Pressure	2.0	inHg
Maximum Diesel Particulate Filter Soot Load	Normal	
Number of Complete Regenerations	19	
Number of Incomplete Regenerations	0	
Total Diesel Exhaust Fluid Used	423.7	gal
Distance		
Cruise Control Distance	26828.6	mi
ECM Distance	457355.5	mi
Engine Distance	73040.4	mi
Engine Brake Distance	2065.2	mi
Gear Down Distance	2470.1	mi
Maximum Accelerator Vehicle Speed Distance	1736.5	mi
Predictive Cruise Control Distance	0.00	mi
Service Brake Distance	354.9	mi
Top Gear Distance	69424.1	mi
Fuel Used		
Coast Fuel Used	0.9	gal
Cruise Control Fuel Used	4213.6	gal
Drive Fuel Used	11220.6	gal
Fuel Consumed for Aftertreatment Injection	18.3	gal
Fuel Used	11473.0	gal

Fig. 2, Cummins Insite

- 6.2 Turn the ignition switch on and allow Cummins Insite™ to connect to the engine ECM.
- 6.3 Select "Trip Information," Then review "All Trips," "Distance," and "ECM Distance."
- 6.4 Record the ECM odometer (ECM Distance). Compare the ECM odometer reading to the speedometer odometer.

If the ECM odometer and speedometer odometer readings match, no further action is necessary. Turn the ignition off, disconnect the vehicle from Cummins Insite, and go to step 21.

If the ECM odometer and speedometer odometer readings do not match, turn the ignition off, disconnect the vehicle from Cummins Insite, and continue with step 7 for replacement of the speedometer gauge.

7. Disconnect the batteries.
8. Lower the steering wheel to its lowest position.

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9. Open the main instrument dash panel by removing the four fasteners. See [Fig. 3](#). Tip the instrument panel forward to access the rear of the gauges.

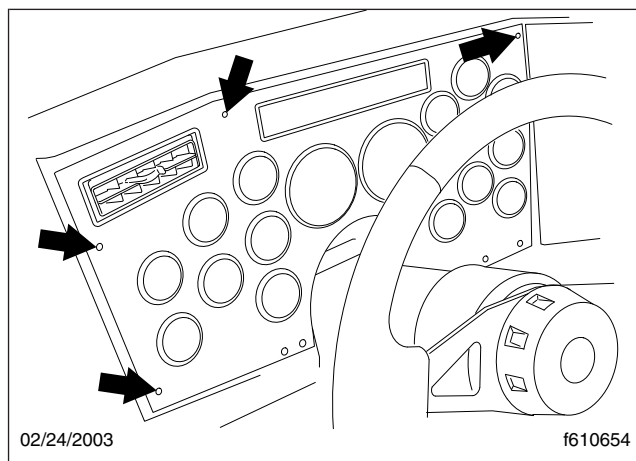


Fig. 3, Main Instrument Dash Panel Fasteners

10. Unplug the connectors from the back of the speedometer. See [Fig. 4](#).
11. Place a gauge removal tool over the retaining ring. See [Fig. 5](#).

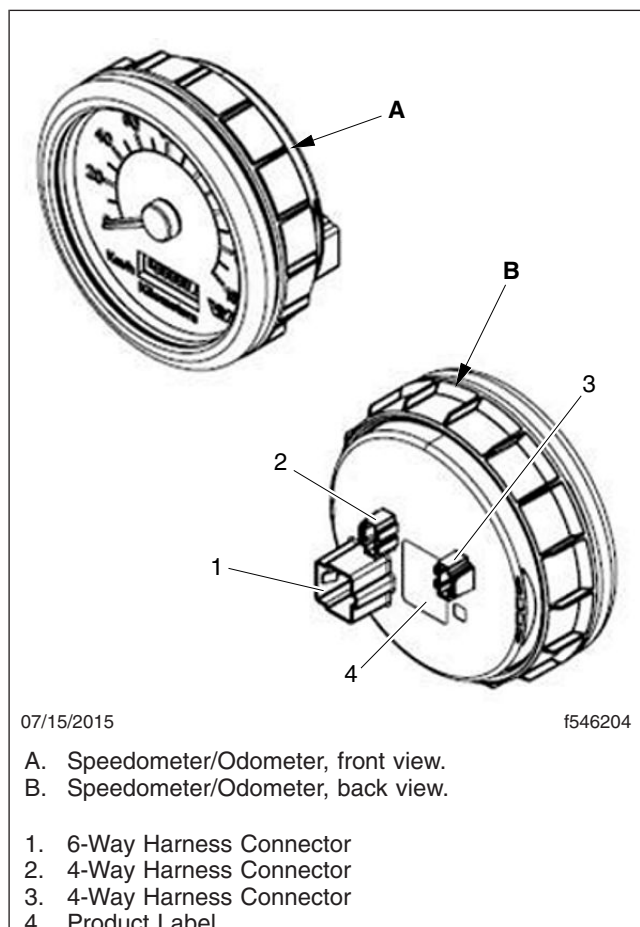


Fig. 4, Rear View of Gauges

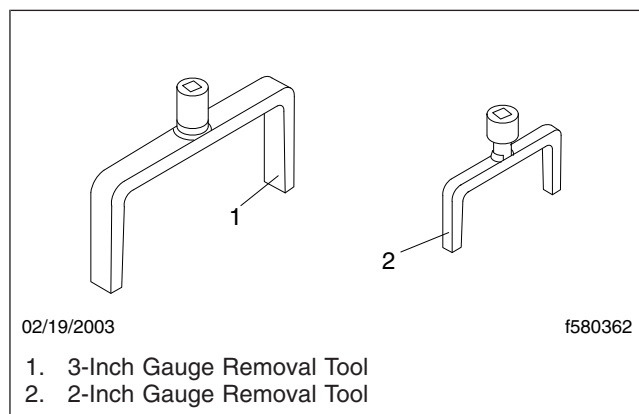


Fig. 5, Gauge Removal Tools

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12. Insert the end of a hand ratchet into the end of the removal tool and unscrew the retaining ring.
13. Remove the speedometer from the dash panel.
14. Insert the new speedometer into the dash panel and align the index tab with the slot in the panel.
15. Slide the retaining ring onto the back of the gauge and tighten it finger-tight.
16. Place the appropriate gauge removal tool over the retaining ring, and using a small torque wrench inserted into the end of the removal tool, tighten the ring to 35 lbf·in (40 N·cm).

NOTICE

Over-tightening of the gauge retaining ring will cause the retaining ring to weld to the gauge, making it impossible to remove the gauge without damaging it.

17. Plug the connectors into the back of the speedometer.
18. Connect the batteries.
19. Test the odometer/speedometer for proper operation.
20. Close the instrument panel and secure with the four fasteners.
21. Clean a spot on the base label (Form WAR259), write recall number FL812 on a blank red completion sticker (Form WAR260), and attach it to the base label.