

November 2019
FL821A

Emissions Recall: Western Star 4900 Exhaust Pipes

**Models Affected: Specific Western Star 4900 model vehicles
manufactured March 8, 2016, through July 25, 2019.**

General Information

The U.S. Environmental Protection Agency has determined that the engines/equipment mentioned above may be emitting pollutants in excess of the Federal emission standards (and/or California standards) as defined in Title 40 of the Code of Federal Regulations. These emission standards were established to protect the public health or welfare from air pollution. To ensure customers' full protection under the emission warranty on these engines/equipment by Federal law, and customers' rights to participate in future recalls, it is recommended that these engines/equipment be serviced as soon as possible. Failure to do so could be considered improper maintenance.

There are approximately 606 vehicles involved in this campaign.

On certain vehicles the exhaust pipe support bracket lacks durability. This can cause the exhaust pipe to crack at the bellows and weld breaks to occur at the flange, which can lead to exhaust leaks.

A newly designed exhaust pipe and support bracket will be installed between the turbo and Aftertreatment Device, behind the front passenger wheel.

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.

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 FL821, a list of the customers and vehicle identification numbers will be available on DTNAConnect.com. Please refer to this list when ordering parts for this recall.

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Table 1 - Replacement Parts for FL821

Campaign Number	Kit Number	Figure 4, Ref. No.	Part Description	Part Number	Qty. per Vehicle
FL821A	N/A	# 5	PIPE-TURBO OUT,DD13,123FA	A04-35135-000	1 ea
		# 6	BRKT-EXH SUPPORT,DD13,123FA	04-35137-000	1 ea
		# 9	WASHER-0.69X1.31X.177,YLW ZN,STEEL,HRD	23-09114-000	4 ea
		# 7	CLAMP-EXHAUST,4 IN SADDLE,ROUND	23-09289-003	1 ea
		# 8	SCREW-CAP,HEX5/8-18X2	23-09445-200	2 ea
		# 10	NUT-HEX,PT,5/8-18,C,CD	23-13833-210	2 ea
		# 1	GASKET-4 INCH SPHERICAL W/TABS	TCX AMS012	1 ea
		# 2	GASKET-5 INCH SPHERICAL W/TABS	TCX AMS013	1 ea
		# 3	CLAMP,4 INCH SPHERICAL	TCX T130130349AB2	1 ea
		# 4	CLAMP-EXHAUST 5 INCH SPHERICAL	TCX T130158342AB2	1 ea
		N/A	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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL821A	Inspect only, no work needed.	0.1	996-R079A	06-Inspect
	Inspect; install pipe and support bracket.	3.0	996-R079B	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 FTL Authorization field, enter the campaign number and appropriate condition code (**FL821-A**).
- In the Primary Failed Part Number field, enter **25-FL821-000**.
- In the Parts field, enter the appropriate kit and/or 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 include automatically as SRT 939-6010A for 0.3 hours.
- For OWL, the VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.

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- **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: 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, 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.

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Copy of Notice to Owners

Emissions Recall: Western Star 4900 Exhaust Pipes

Your vehicle may be equipped with an exhaust system that violates (California or California and Federal) standards and regulations.

The U.S. Environmental Protection Agency has determined that your engine/equipment may be emitting pollutants in excess of the federal emission standards (and/or California standards) as defined in Title 40 of the Code of Federal Regulations. These emission standards were established to protect the public health or welfare from air pollution. To ensure your full protection under the emission warranty on your engine/equipment by federal law, and your right to participate in future recalls, we recommend you have your engine/equipment serviced as soon as possible. We may consider your not servicing it to be improper maintenance.

Vehicles affected are specific Western Star 4900 model vehicles manufactured March 8, 2016, through July 25, 2019.

On certain vehicles the exhaust pipe support bracket lacks durability. This can cause the exhaust pipe to crack at the bellows and weld breaks to occur at the flange, which can lead to exhaust leaks.

A newly designed exhaust pipe and support bracket will be installed between the turbo and Aftertreatment Device, behind the front passenger wheel. Vehicle performance, other engine components, or drivability are not affected.

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 / Contact (scroll to the bottom) / Locate a Dealer (scroll to the bottom). The Recall will take approximately one to three hours, depending on the repair, and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

If you reside in the State of California, the repairing facility will provide a certificate showing that your vehicle has had the Recall completed. This certificate may be required as a condition of vehicle registration or operation.

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. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357.

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

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

Emissions Recall: Western Star 4900 Exhaust Pipes

Models Affected: Specific Western Star 4900 model vehicles
manufactured March 23, 2018, through September 27, 2018.

Exhaust Pipe Assembly Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL821 (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. Compare the pipe shape and mounting bracket location, see [Fig. 1](#).
 - If the new pipe and mounting bracket have been installed, no work is needed. Go to step 4.
 - If the new pipe and mounting bracket have NOT been installed, go to Exhaust Pipe Assembly Procedure.

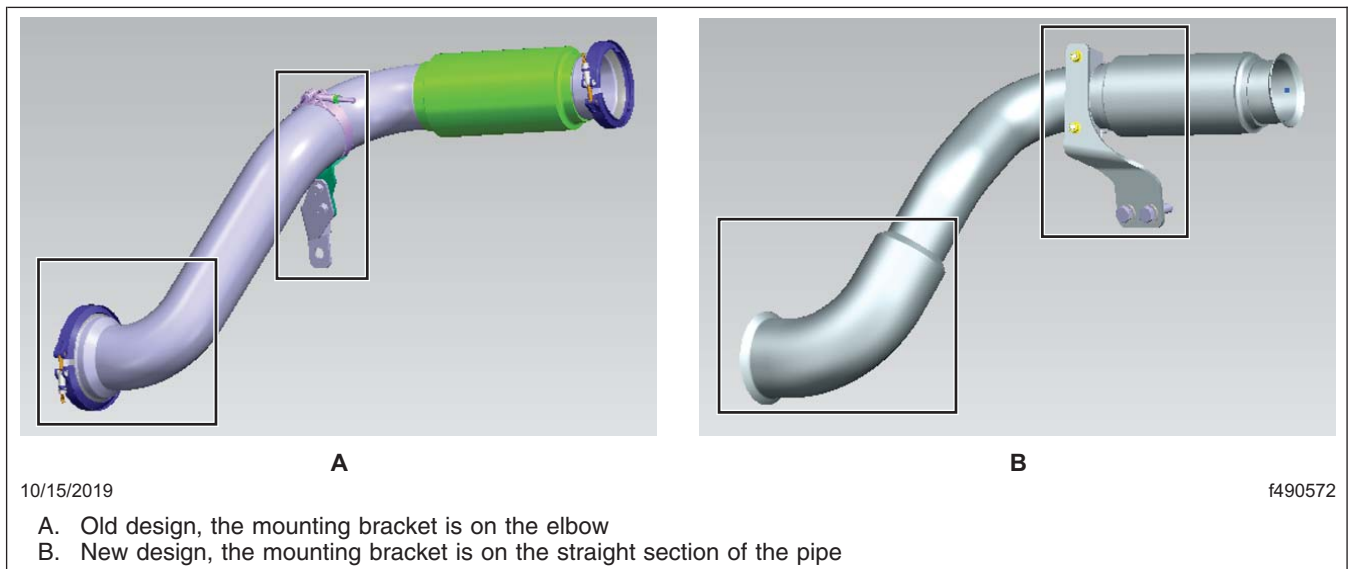


Fig. 1, Difference in the Shape of the Tube and Bracket Mounting Location

4. If the vehicle is registered in the State of California, complete a copy of the emissions campaign – Proof of Correction Certificate included at the end of this bulletin and provide it to the customer. If the vehicle is not registered in the state of California, skip this step and go to the next step.
5. Clean a spot on the base label (Form WAR259). Write the recall number, FL821, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.

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Exhaust Pipe Assembly Replacement

1. Disconnect the batteries.
2. Using **Fig. 2**, remove the exhaust pipe, and support bracket between the turbo outlet and Aftertreatment Device (ATD).
3. Remove the spherical clamps at the ATD and the turbo outlet.
4. Remove the support bracket clamp. See **Fig. 2**, ref 4.
5. Remove the original exhaust pipe assembly.
6. Remove the original support bracket (**Fig. 2**, ref 5) from the cab cross member bracket, and reinstall the fasteners. Tighten the fasteners 128 lbf·ft (174 N·m).
7. Check the back of the frame rail for components that could be damaged from drilling. Remove any components as necessary.

NOTE: If there is a ground stud, or anything else, located on the front of the frame rail, in the area where the new support bracket will be located, remove and relocate these parts as needed.

8. Using **Fig. 3**, mark the locations for the support bracket mounting fastener holes.
9. Position the old spherical clamps on the turbo outlet and ATD.
10. Fit the new pipe assembly so that the pipe flairs are as centered as possible at both the ends, and loosely install the clamps to locate the assembly in that position on the ports.

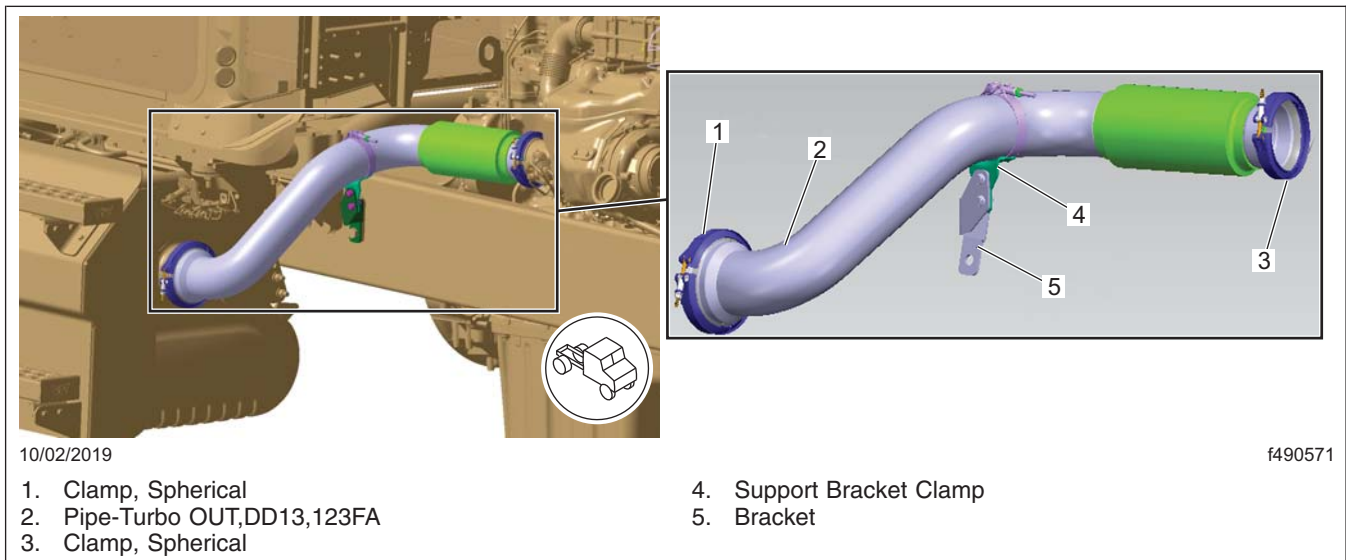


Fig. 2, Exhaust Pipe Assembly Replacement

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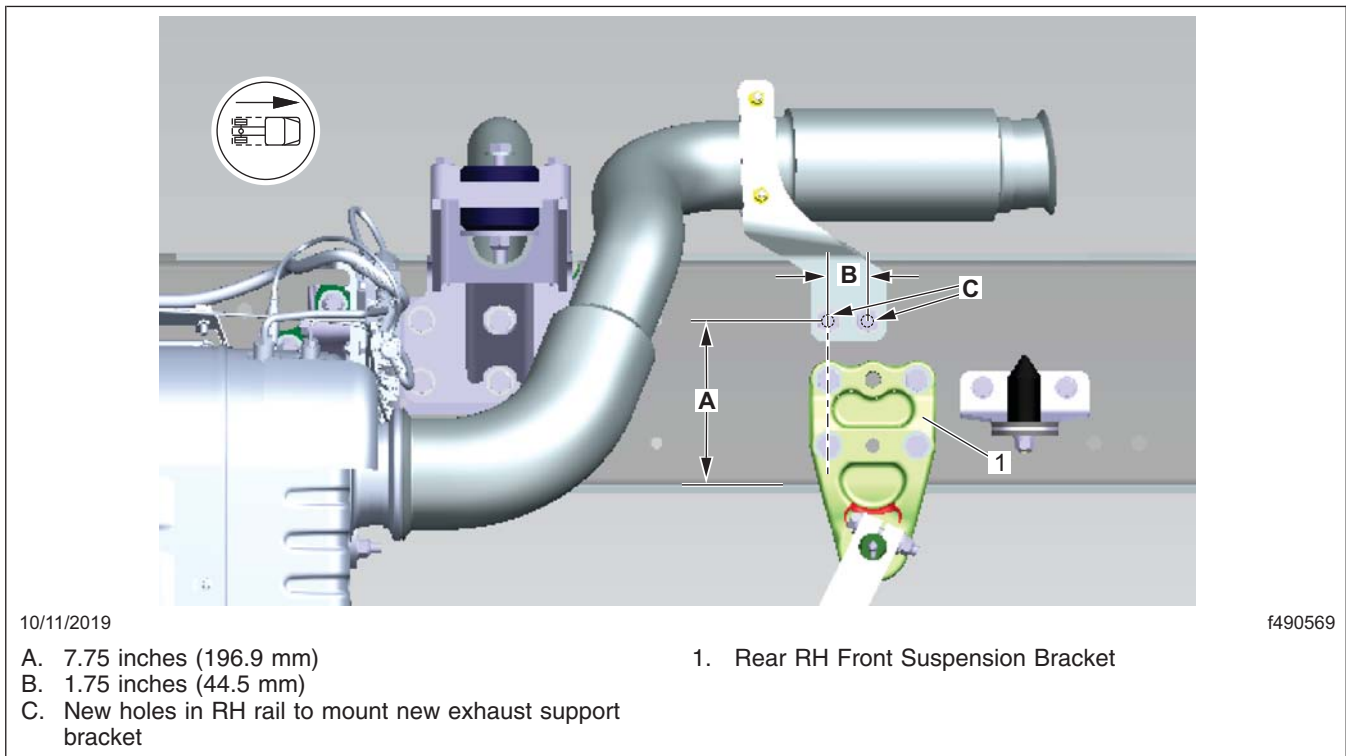


Fig. 3, Drilling Locations for New Exhaust Support Bracket on Frame

11. Loosely install the U-bolt (**Fig. 4**, ref 7) securing the support bracket (**Fig. 4**, ref 6) to the pipe assembly.
12. Compare the pipe support bracket bolt locations to the marks on the frame, and confirm the locations are correct. Below is the list of characteristics to inspect.
 - Spherical pipe connections as centered as possible.
 - Bellows are in-line, front to back.
 - The U-bolt saddle clamp is not pushing or pulling the bellows out of line.
 - The two support bracket drill locations are parallel with the top of the frame rail.
13. Remove the pipe and clamps.
14. Drill two 11/16-inch (17.5-mm) holes in the frame.
15. De-bur the holes and apply paint to protect against corrosion.
16. Install any components removed from inside the frame rail.
17. Clean the sealing surfaces of the turbo outlet and ATD inlet.
18. Apply spherical gaskets to the turbo outlet and ATD.
19. Position new spherical clamps on the turbo outlet and ATD.
20. Fit the pipe assembly, so the pipe flairs are as centered as possible at both ends, and loosely install the clamps to locate the assembly.
21. Install the pipe support bracket (**Fig. 4**, ref 6) on the frame, and secure the fasteners (ref 8, 9, and 10) wrench tight.
22. Fit the U-bolt (**Fig. 4**, ref 7) between the support bracket and pipe assembly.
23. Confirm the pipe assembly is supported, without any preload applied, by the bracket.

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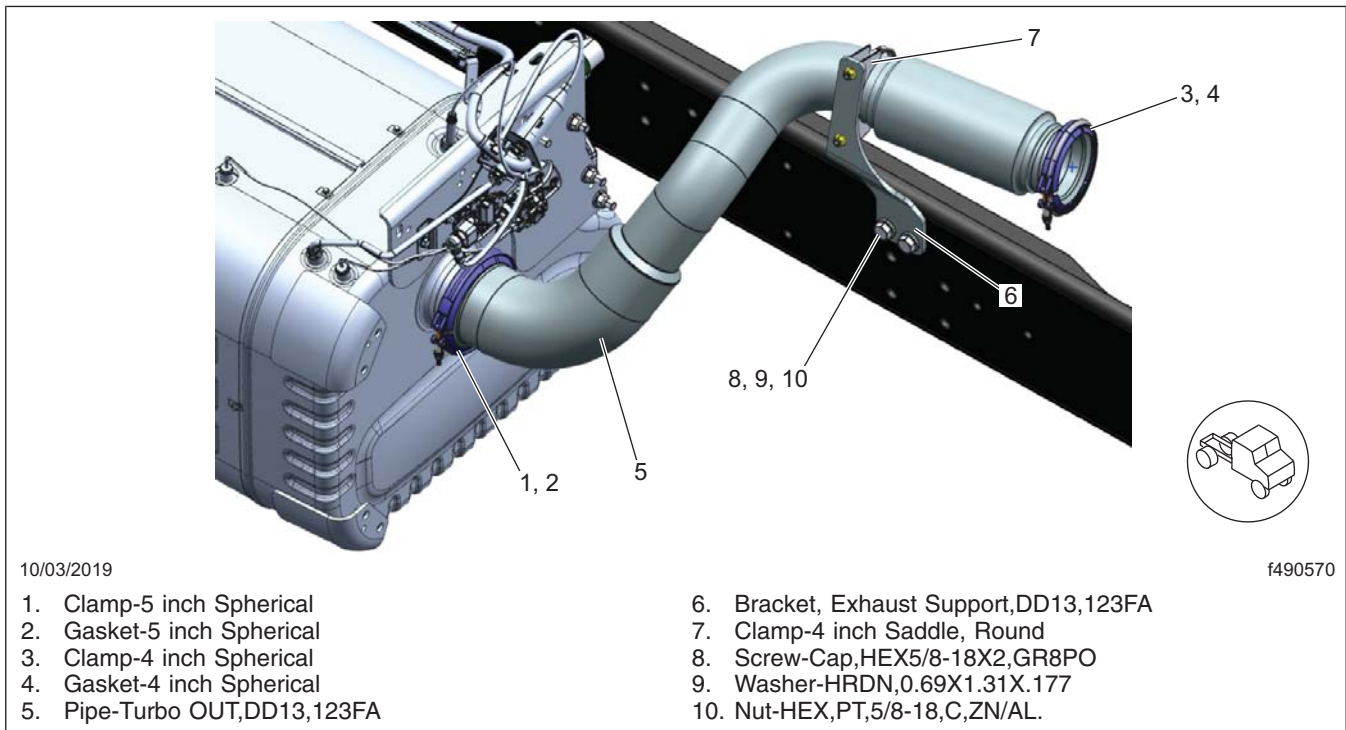


Fig. 4, New Pipe Assembly Installation

24. Tighten the support bracket fasteners to 128 lbf-ft (174 N-m).
25. Tighten the spherical clamps at the turbocharger outlet, and the ATD inlet connections as follows.
 - 25.1 Tighten the nut 126 to 138 lbf-in (1425 to 1560 N-cm).
 - 25.2 Using a plastic or rubber mallet, tap around the outside of the clamp, in several locations, to seat the clamp against the pipe.
 - 25.3 Tighten the nut a second time 126 to 138 lbf-in (1425 to 1560 N-cm).
26. Tighten the pipe support U-bolt 23 lb-ft (31 N-m).
27. Start the engine and check for leaks. Further tighten the clamps on any leaking connections as needed.
28. If the vehicle is registered in the State of California, complete a copy of the emissions campaign – proof of correction certificate included at the end of this bulletin and provide it to the customer. If the vehicle is not registered in the state of California, skip this step and go to the next step.
29. Clean a spot on the base label (Form WAR259). Write the recall number, FL821, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.

