

December 2019
INT FL834
NHTSA #19V-722
Transport Canada #19-508
INTERIM RECALL

Subject: Western Star Baggage and Sleeper Doors

Models Affected: Specific Model Years 2017-2020 Western Star 4900 and 5700 vehicles manufactured November 14, 2016, through September 12, 2019, and equipped with certain baggage and sleeper doors.

General Information

Daimler Trucks North America LLC, 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. Until the final Recall remedy is available, this interim procedure will need performed.

On certain vehicles, the baggage and sleeper doors may separate from the hinge assembly. A baggage or sleeper door separating from the vehicle whilst in motion could lead to debris on the road increasing the risk of an injury and/or crash.

The final repair is being validated. In the interim, two reinforcement clips with mechanical fasteners will be installed on each baggage and sleeper door hinge. All vehicles that have the interim repair performed will also require the final repair.

Work Instructions

Please refer to the attached work instructions. Before beginning work, use OWL to confirm whether a vehicle is eligible for an interim Recall repair.

Replacement Parts

Obtain parts for this interim Recall repair by ordering from your facing Parts Distribution Center.

Table 1 - Interim Repair Parts for INT FL834

Campaign Number	Part Description	Part Number	Qty.
INT FL834-01	CLIP-REINF,DOOR,SLEEPER	18-73497-000	6 ea
	SCR-TPG PHIT DLG BSD	23-13451-710	
INT FL834-02	CLIP-REINF,DOOR,SLEEPER	18-73497-000	4 ea
	SCR-TPG PHIT DLG BSD	23-13451-710	
INT FL834-03	CLIP-REINF,DOOR,SLEEPER	18-73497-000	8 ea
	SCR-TPG PHIT DLG BSD	23-13451-710	

Table 1

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
INT FL834-01	Install clip, hinge support for 2 baggage doors and 1 sleeper door	1.0	996-R083B	12-Repair Recall/Campaign
INT FL834-02	Install clip, hinge support for 2 baggage doors	0.7	996-R083A	12-Repair Recall/Campaign
INT FL834-03	Install clip, hinge support for 2 baggage doors and 2 sleeper doors	1.3	996-R083C	12-Repair Recall/Campaign

Table 2

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Claims for Credit

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing an interim Recall repair. Please reference the following information in OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (e.g. **INT FL834-01, INT FL834-02, etc.**).
- In the Primary Failed Part field, enter **25-FL834-000**.
- In the Parts section, enter the appropriate part(s) as shown in the Replacement Parts Table.
- In the Labor section, 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 **F99-999-005** and the Cause Code is **A1 - Campaign**.

IMPORTANT: Confirm whether a vehicle is eligible for an interim Recall repair in OWL before beginning work.

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 / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

The interim letter notifying vehicle owners is included for your reference.

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Copy of Notice to Owners

Subject: Western Star Baggage and Sleeper Doors

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 requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Trucks North America LLC, 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. Until the final Recall remedy is available, this interim procedure may be performed.

On certain vehicles, the baggage and sleeper doors may separate from the hinge assembly. A baggage or sleeper door separating from the vehicle whilst in motion could lead to debris on the road increasing the risk of an injury and/or crash.

The final repair is being validated. In the interim, two reinforcement clips with mechanical fasteners will be installed on each baggage and sleeper door hinge. Repairs will be performed by Daimler Trucks North America authorized service facilities. Please contact an authorized Daimler Trucks North America dealer to arrange to have this repair performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorth America.com / Contact (scroll to the bottom) / Locate a Dealer (scroll to the bottom). The repair will take approximately one and a half hours 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>.

A second notice will inform you when the final remedy is available. *When you receive the second notice, please contact your authorized Daimler Trucks North America dealer to schedule the Recall for your vehicle. All vehicles that have the interim repair performed will also require the final repair.*

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.

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. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. 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 go 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. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have questions about this recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

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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Work Instructions

Subject: Western Star Baggage and Sleeper Doors

Models Affected: Specific Model Years 2017-2020 Western Star 4900 and 5700 vehicles manufactured November 14, 2016, through September 12, 2019, and equipped with certain baggage and sleeper doors.

NOTE: Completion stickers will **NOT** be applied for the interim repair; this step will occur in the final Recall.

Baggage and Sleeper Door Hinge Procedure

IMPORTANT: This hinge reinforcement procedure applies to and is to be performed on all baggage and sleeper doors equipped on the vehicle. This procedure details the addition of reinforcement brackets to the top and bottom of each door hinge. Trimming material from the door flange and from the hinge will be required to provide clearance for the new brackets and fasteners.

1. Park the vehicle on a flat surface, set the parking brake, shut down the engine. Chock the Tires.
2. Open and remove the baggage or sleeper door.
 - For sleeper door removal instructions refer to **Section 72.02, Subject 100** in the *Western Star Workshop Manual*.
 - For baggage door removal instructions refer to **Section 72.01, Subject 110** in the *Western Star Workshop Manual*.
3. Using tape, mask off the portions of the door flange and hinge that will be marked and trimmed.
4. Mark out the areas of the door flange to be trimmed. This is to allow tool access for a #8 self tapping screw. See **Fig. 1**, ref. **A**.

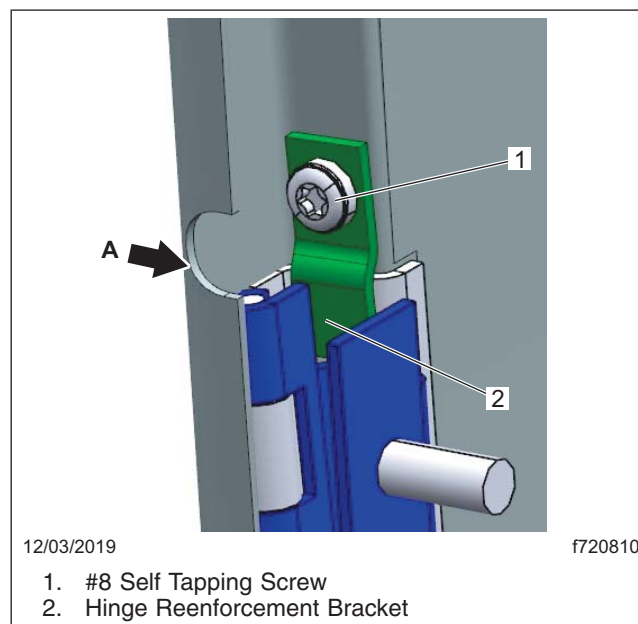


Fig. 1, Door Flange Trim Location

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5. Notch the door flange surface as shown in [Fig. 2](#).



Fig. 2, Trimmed Baggage Door Flange

6. Mark out the areas of the door hinge that will need to be trimmed to allow clearance for the new bracket. See [Fig. 3](#), ref. **A**.
7. Trim the door hinge as shown in [Fig. 3](#). Trimming past the bend in the hinge to allow full range of motion.

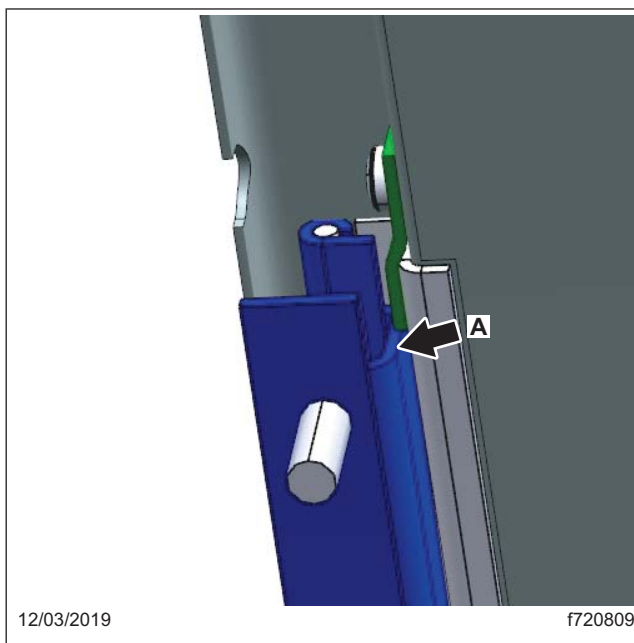


Fig. 3, Door Hinge Trim Location

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8. Install the new brackets to the top and bottom of the hinge using #8 self tapping screws and tighten the screws to 10 lb-in (113 N-cm) and not to exceed 2500 rpm. See [Fig. 4](#) and [Fig. 5](#)

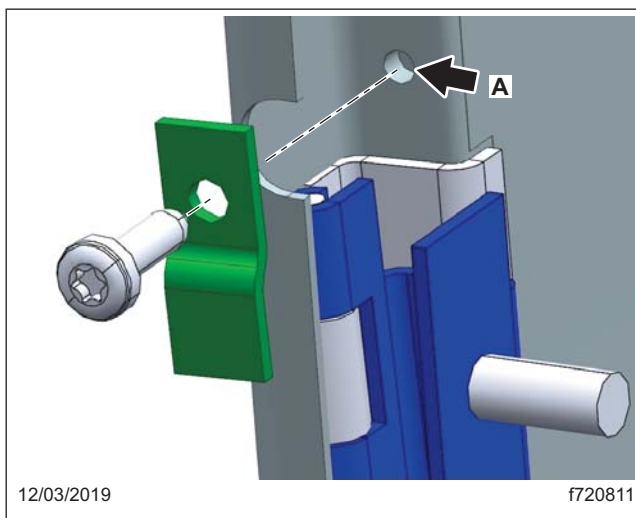


Fig. 4, Hinge Reinforcement Assembly



Fig. 5, Installed Hinge Bracket

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9. Touch up trimmed edges with paint in the closest matching color available and allow to dry.
10. Install the door onto the vehicle.
 - For sleeper door installation instructions refer to **Section 72.02, Subject 100** in the *Western Star Workshop Manual*.
 - For baggage door installation instructions refer to **Section 72.01, Subject 110** in the *Western Star Workshop Manual*.