

October 2020  
FL862A  
NHTSA #20V-539  
Transport Canada #2020-419

## **Subject: Watson & Chalin Lift Axle Cap Screws**

**Models Affected: Specific Model Year 2020-2021 Freightliner 114SD, 122SD, and Western Star 4700, 4900 model vehicles, manufactured June 21, 2019, through August 6, 2020.**

### **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.

On certain vehicles, the steerable lift axle suspension system may be equipped with lower rear pivot capscrews that are not long enough to sufficiently engage the locking feature of the corresponding nuts. This condition can result in suspension damage, increased wear, and may result in the fracture or loss of the capscrews, related washers, and nuts. This can result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

The lower rear pivot capscrews and related hardware will be replaced with longer capscrews and new hardware.

There are approximately 112 vehicles involved in this campaign.

#### **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 - Provided by Watson & Chalin**

Replacement parts are available and can be obtained by ordering the Lower Rear Pivot Fastener Hardware Kit from Watson & Chalin at no charge.

**ORDERING INSTRUCTIONS:** Provide the information listed below and send via email to [wcwarranty@watsonsuspensions.com](mailto:wcwarranty@watsonsuspensions.com).

- VIN Number:
- Lift Axle Serial Number:
- Lift Axle Model Number:
- Build Date:
- In-Service Date:
- Mileage:
- Shipping Name & Shipping Address:
- After all information is entered please send email to [wcwarranty@watsonsuspensions.com](mailto:wcwarranty@watsonsuspensions.com). The subject of the email will be **Daimler FL862 - Hardware Kit**. (Contact Watson & Chalin at 972-547-6020 for additional information.)

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If our records show your dealership has ordered any vehicle(s) involved in campaign number FL862, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this recall.

**Table 1** - Replacement Parts for FL862

Campaign Number	Kit/Part Number	Kit/Part Description	Qty per Vin	Kit/Parts Provider
FL862A	SRK2065WAR-001	LOWER REAR PIVOT FASTENER HARDWARE KIT	1 ea	WATSON & CHALIN
	WAR260	BLANK COMPLETION STICKER	1 ea	DAIMLER TRUCKS

**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
FL862A	Replace Lift Axle Capscrew	0.8	996-R113A	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 (**FL862-A**).
- In the Primary Failed Part Number field, enter **25-FL862-000**.
- In the Parts field, no entry will be necessary as the kit is provided by Watson & Chalin free-of-charge.
- In the Labor field, 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**.
- **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.

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- 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](http://DTNACConnect.com) / WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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: Watson & Chalin Lift Axle Cap Screws

**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 (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 Model Year 2020-2021 Freightliner 114SD, 122SD, and Western Star 4700, 4900 model vehicles, manufactured June 21, 2019, through August 6, 2020.

On certain vehicles, the steerable lift axle suspension system may be equipped with lower rear pivot capscrews that are not long enough to sufficiently engage the locking feature of the corresponding nuts. This condition can result in suspension damage, increased wear, and may result in the fracture or loss of the capscrews, related washers, and nuts. This can result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

The lower rear pivot capscrews and related hardware will be replaced with longer capscrews and new hardware.

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, go to [daimler-trucksnorthamerica.com/contact-us](https://daimler-trucksnorthamerica.com/contact-us). Scroll down to "Locate a Dealer," and select the appropriate brand, Freightliner or Western Star Trucks. The Recall will take approximately one hour 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-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>

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, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com). **For the Notice to U.S. Customers:** 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 wish to submit a complaint about this recall, you can contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (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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## **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: Watson & Chalin Lift Axle Capscrews

**Models Affected: Specific Model Year 2020-2021 Freightliner 114SD, 122SD, and Western Star 4700, 4900 model vehicles manufactured June 21, 2019 through August 6, 2020.**

### Lift Axle Capscrew Replacement

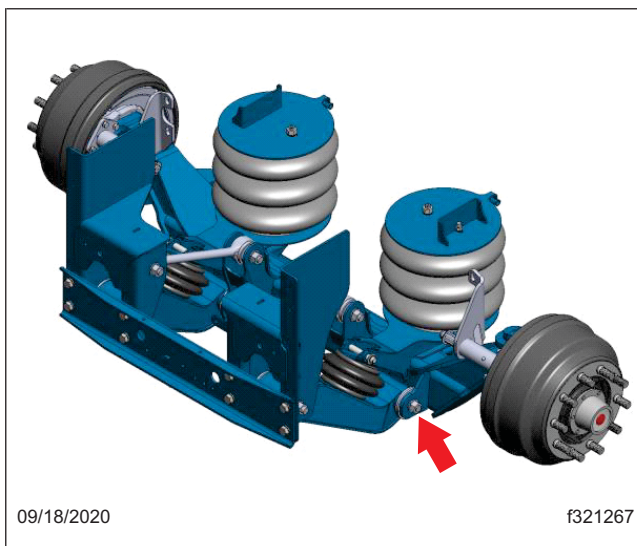
1. Check the base label (Form WAR259) for a completion sticker for FL862 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion 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. Lower the auxiliary lift axle so that the tires are in contact with the ground.
4. Disconnect the auxiliary lift axle air lines.
5. Disconnect the batteries.
6. Using a suitable jack, raise the vehicle enough to access the pivot fasteners on the suspension.

### WARNING

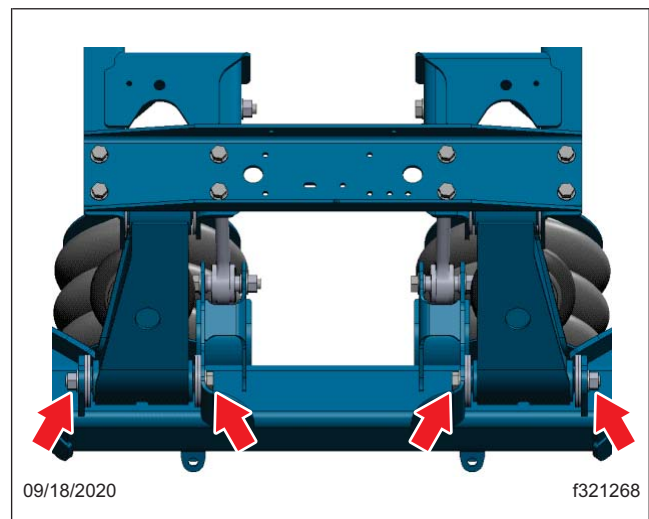
**Never work around or under a vehicle that is supported only by a jack. Always support the vehicle with safety stands. Jacks can slip, allowing the vehicle to fall, which could result in serious injury or death.**

7. Support the vehicle with safety stands.
8. On one side of the vehicle, remove the axle-side fasteners as follows.

See [Fig. 1](#) and [Fig. 2](#) for pivot fastener location.



**Fig. 1, Pivot Fastener Location, Driver Side View**



**Fig. 2, Pivot Fastener Location, Front View**

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- 8.1 Make note of the lower control arm spacer washer locations. These are the large diameter washers inside of the axle flanges. Spacer washers may be left in place to be reused, provided they are in a reusable condition.
- 8.2 Remove the nut.

 **WARNING**

**Secure the control arm before removing the capscrew to prevent the control arm from shifting when the capscrew is removed. Removing the capscrew without securing the control arm may result in property damage or severe personal injury.**

- 8.3 Secure the control arm in place, and remove the capscrew using a punch and a hammer.
9. On the same side of the vehicle, install the replacement fasteners as follows, using the parts kit provided by Watson & Chalin.
  - 9.1 With the control arm secured in place, install the lower control arm spacer washers in the locations noted during removal.
  - 9.2 Install the lower control arm pivot capscrew, washers, and nut. Hand tighten the nut.

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## NOTICE

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**Do not torque the head of the capscrew.**

- 9.3 Secure the head of the capscrew with a combination wrench, and tighten the nut to 400 lb·ft (542 N·m) torque.
10. Repeat steps 8 and 9 on the other side of the vehicle.
11. Connect the batteries.
12. Connect the auxiliary lift axle air lines.
13. Clean a spot on the base label (Form WAR259), write recall number FL862 on a blank red completion sticker (Form WAR260), and attach it to the base label.