

December 2020  
FL866A  
NHTSA #20V-660  
Transport Canada #2020-513

## Subject: Steer Axle Spindle Nut Snap Rings

**Models Affected: Specific Model Year 2020-2021 Freightliner 108SD, 114SD, Business Class M2, Cascadia; and Western Star 4700, 4900, and 5700 model vehicles manufactured June 1, 2020, through September 9, 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 steer axle spindle nut snap ring may not be fully engaged. If the snap ring becomes dislodged, it may not prevent the spindle nut from backing-off causing the hub to loosen and potentially cause a wheel-off condition, increasing the risk of a motor vehicle crash or injury.

The snap ring will be inspected for proper installation and repaired as needed. Repairs will be performed by Daimler Trucks North America authorized service facilities.

There are approximately 1,677 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

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 vehicle(s) involved in campaign number FL866, 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 FL866

Campaign Number	Kit Number	Part Description	Part Number	Qty. Per VIN
FL866A	N/A	HUB CAP GASKET	CHR 453869 8 or STM 330 3024	2 ea
		BLANK COMPLETION STICKER	WAR260	1 ea

**Table 1**

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**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
FL866A	Inspect two snap rings; no repairs required	0.2	996-R116A	06-Inspect
	Inspect; install up to two snap rings	0.2	996-R116B	12-Repair Recall/Campaign
	Inspect; install up to two snap rings; check torque on up to two hubs	0.3	996-R116C	
	Inspect or replace hub (Replace hub only if damage is found.) (Add SRT once for each hub inspected or replaced.)	1.8	996-R116D	

**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 (**FL866-A**).
- In the Primary Failed Part Number field, enter **25-FL866-000**.
- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table. If inspection or replacement is required on one or both of the steer axle hubs, enter the hub inspection or replacement parts into the Other Charges section.
- In the Labor field, first enter the appropriate SRT(s) 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.
  - 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.

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- 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.

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

### Subject: Steer Axle Spindle Nut Snap Rings

**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 108SD, 114SD, Business Class M2, Cascadia; and Western Star 4700, 4900, and 5700 model vehicles manufactured June 1, 2020, through September 9, 2020.

On certain vehicles, the steer axle spindle nut snap ring may not be fully engaged. If the snap ring becomes dislodged, it may not prevent the spindle nut from backing-off causing the hub to loosen and potentially cause a wheel-off condition, increasing the risk of a motor vehicle crash or injury.

The snap ring will be inspected for proper installation and repaired as needed. 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 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. The Recall will take approximately one half hour 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-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, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, 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: Steer Axle Spindle Nut Snap Rings

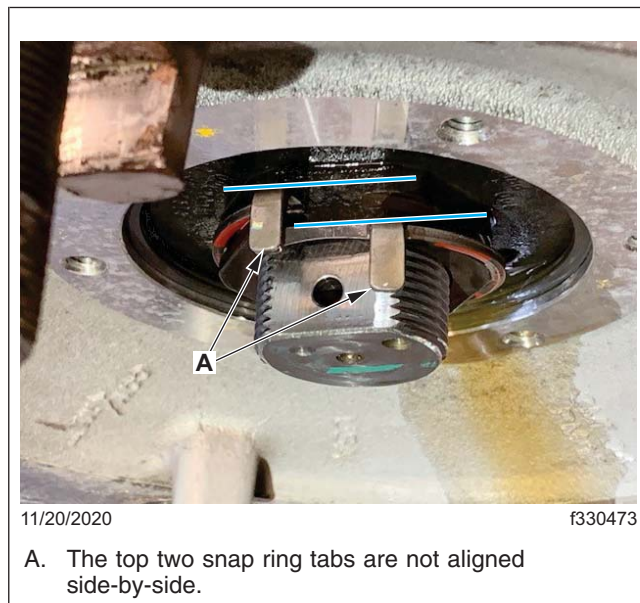
**Models Affected: Specific Model Year 2020-2021 Freightliner 108SD, 114SD, Business Class M2, Cascadia; and Western Star 4700, 4900, and 5700 model vehicles manufactured June 1, 2020, through September 9, 2020.**

### Spindle Nut Snap Ring Procedure

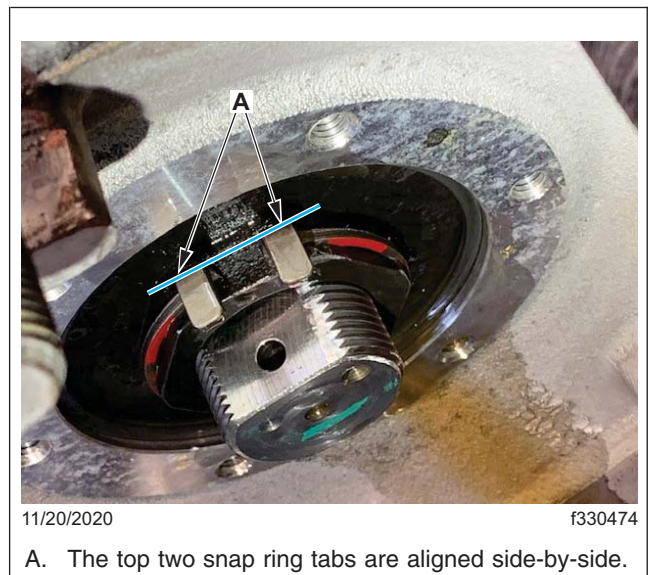
1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL866 (Form WAR260). If a sticker is present for FL866, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and apply the parking brake. Chock the tires.
3. Place an oil drain pan under one of the steer axle hub caps.
4. Remove the capscrews, washers, and hub cap.
5. Remove and discard the hub cap gasket.
6. Inspect the snap ring for proper installation. The snap ring must be installed in all of the grooves all the way around the spindle nut.

The top two snap ring tabs should be in line and close together. The lower tab should be fully installed in the locking hole in the spindle nut.

For examples of incorrectly and correctly installed snap rings, see [Fig. 1](#), [Fig. 2](#), and [Fig. 3](#).



**Fig. 1, Top Snap Ring Tab Incorrectly Installed**



**Fig. 2, Top Snap Ring Tabs Correctly Installed**



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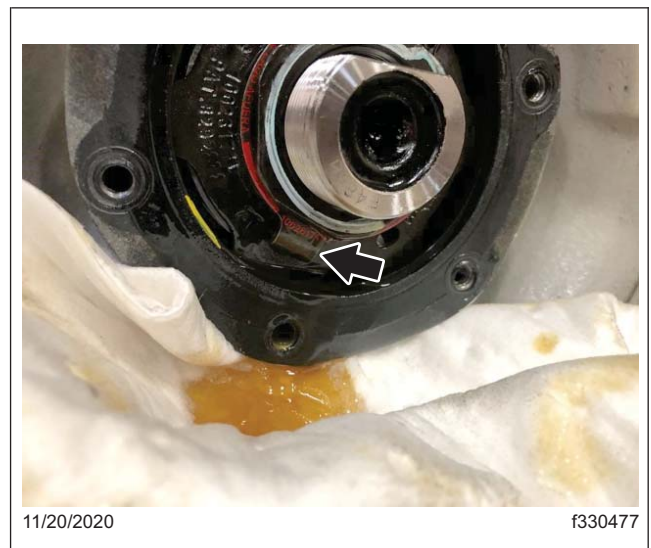


**Fig. 3, Incorrect and Correct Snap Ring Installation Examples**

7. Confirm the snap ring is properly seated in the spindle nut groove. If the snap ring looks like [Fig. 1](#) or [Fig. 3](#), ref. A, install the snap ring correctly in the grooves.
8. Confirm the locking tab is fully installed in the spindle nut locking hole.  
If the snap ring looks like [Fig. 4](#), go to step 9.  
If the snap ring looks like [Fig. 5](#), go to step 10.



**Fig. 4, Lower Snap Ring Tab is not Fully Installed in the Spindle Nut Locking Hole**



**Fig. 5, Lower Snap Ring Tab is Fully Installed in the Spindle Nut Locking Hole**

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9. Completely remove the snap ring and tighten the hub spindle nut 300 lbf·ft (407 N·m). If the hub spindle nut moves at all, remove the hub and check for damage; replace the hub if it is damaged. For replacement instructions, see Group 33 of the applicable workshop manual.

If the hub spindle nut does not move, install the snap ring.

10. Clean the area where the hub cap gasket will be installed.
11. Install a new hub cap gasket and the existing hub cap. In a star pattern, tighten the capscrews 15 lbf·ft (20 N·m).
12. Remove fill plug and fill hub with oil, then install the fill plug.
13. Repeat steps 3 through 12 on the other steer axle wheel.
14. Clean a spot on the base label (Form WAR259). Write the campaign number, FL866, on a blank red completion sticker (Form WAR260) to indicate the work has been completed, and attach it to the base label.