

February 2022
FL914A
NHTSA #21V-946
Transport Canada #2021-739

Subject: Western Star 4900 Steering Column Pinch Bolt

Models Affected: Specific model years 2021-2022 Western Star 4900 model vehicles manufactured October 28, 2020, through November 1, 2022.

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.

On certain vehicles, the steering shaft may not have been properly installed. An improperly installed steering shaft may separate from the steering gear, resulting in a loss of steering control. A loss of steering control may lead to a vehicle crash.

Vehicles will be inspected to ensure the steering shaft is properly installed and repaired as necessary.

There are approximately 50 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 FL914, 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 FL914

Campaign Number	Kit Number	Part Description	Part Number	Qty
FL914A	N/A	BOLT-PINCH,STEERING UJOINT,7/16-20X2.0IN	14-18773-001	1 ea
		NUT-HEX,PREVAILING TORQUE,7/16-20	14-18774-000	1 ea
		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.

February 2022
FL914A
NHTSA #21V-946
Transport Canada #2021-739

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL914A	Inspect steering column pinch bolt, only.	0.2	996-R137A	06-Inspect
	Inspect and replace steering column pinch bolt.	0.3	996-R137B	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 (**FL914-A**).
- In the Primary Failed Part Number field, enter **25-FL914-000**.
- In the Parts field, enter the appropriate kit 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 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.
 - 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/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.

**February 2022
FL914A
NHTSA #21V-946
Transport Canada #2021-739**

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.

February 2022
FL914A
NHTSA #21V-946
Transport Canada #2021-739

Copy of Notice to Owners

Subject: Western Star 4900 Steering Column Pinch Bolt

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 wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on specific model years 2021-2022 Western Star 4900 model vehicles manufactured October 28, 2020, through November 1, 2022.

On certain vehicles, the steering shaft may not have been properly installed. An improperly installed steering shaft may separate from the steering gear, resulting in a loss of steering control. A loss of steering control may lead to a vehicle crash.

Vehicles will be inspected to ensure the steering shaft is properly installed and repaired as necessary. Repairs will be performed by DTNA 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. The Recall will take approximately one half hour and will be performed at no charge to you. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand. 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>.

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 in the postage-paid envelope 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@daimlertruck.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.nhtsa.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

February 2022
FL914A
NHTSA #21V-946
Transport Canada #2021-739

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 DTNA dealer.

Please speak with your DTNA authorized dealer concerning this matter.

February 2022
FL914A
NHTSA #21V-946
Transport Canada #2021-739

Work Instructions

Subject: Western Star 4900 Steering Column Pinch Bolt

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Steering Shaft Assembly Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL914 (Form WAR260) indicating this work has been completed. 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, go to the next step.
2. Park the vehicle on a level surface with the front tires pointed straight ahead, shut down the engine, and set the parking brake. Chock the tires.
3. Remove the three fasteners that attach the upper steering column cover, and the four fasteners that attach the lower steering column cover to the steering column. Remove the column covers from the vehicle. See [Fig. 1](#)

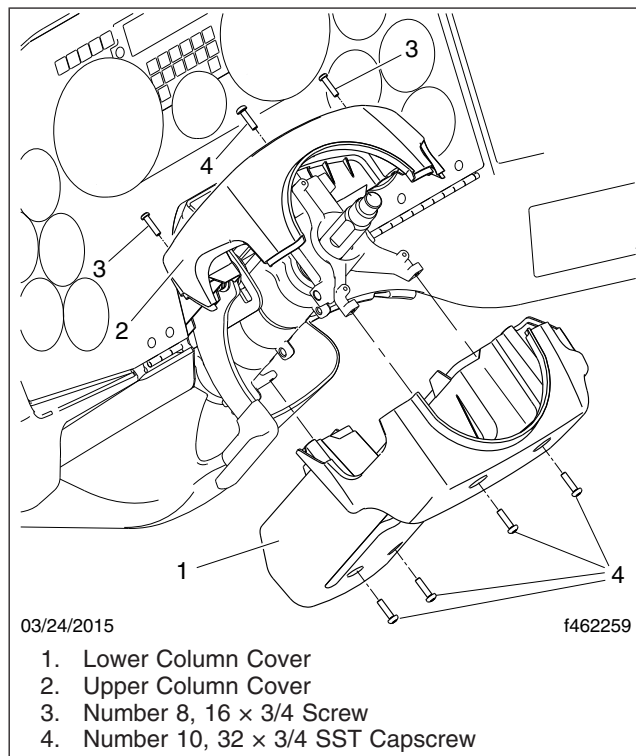


Fig. 1, Steering Column Assembly

February 2022
FL914A
NHTSA #21V-946
Transport Canada #2021-739

4. Start the vehicle. With the engine idling, turn the steering wheel so the pinch bolt is accessible at the top of the steering shaft.
5. Inspect the steering shaft to steering gear attachment. The steering gear input shaft must be seated completely into the steering shaft. For correct installation, see [Fig. 2](#). For a displaced steering shaft, see [Fig. 3](#).

Is the steering shaft to steering gear attachment correct?

YES → No further action is required. Go to the next step.

NO → Go to **Pinch Bolt Replacement** below.

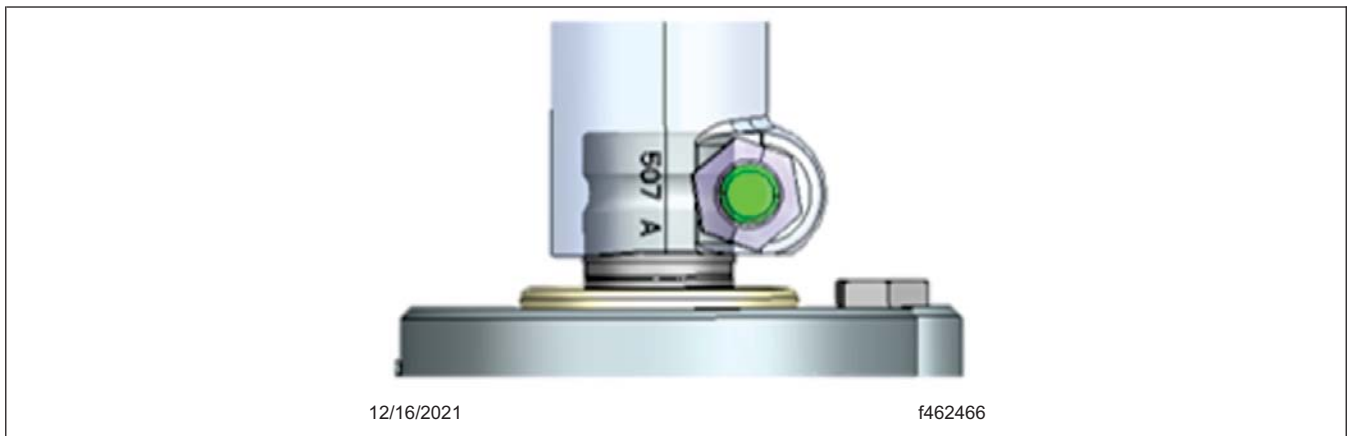


Fig. 2, Steering Shaft Installed Correctly

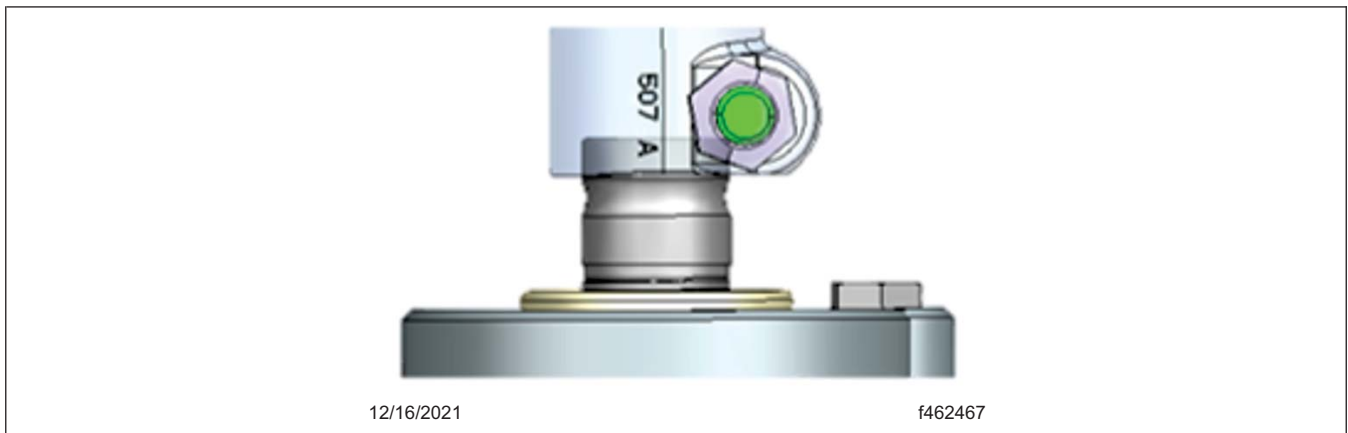


Fig. 3, Steering Shaft Lifted or Displaced

6. Position the lower column cover on the steering column, then install the four screws that attach the lower column cover to the steering column. See [Fig. 1](#). Tighten the screws 15 to 17 lbf-in (169 to 192 N-cm).
7. Using number 8, 16 × 3/4 screws, attach the upper steering column cover to the lower steering column cover. Tighten the screws 10 to 12 lbf-in (113 to 136 N-cm).
8. Using number 10, 32 × 3/4 SST capscrew, attach the upper steering column cover to the steering column. Tighten the capscrew 15 to 17 lbf-in (169 to 192 N-cm).

February 2022
FL914A
NHTSA #21V-946
Transport Canada #2021-739

9. Clean a spot on the base label (Form WAR259), write the recall number, FL914, on a blank red completion sticker (Form WAR260), and attach it to the base label, indicating this work has been completed.

Pinch Bolt Replacement

NOTICE

Do not remove the steering shaft from the steering gear; it is only required to slide the steering shaft until seated completely. Removal of the steering shaft could result in the steering wheel being rotated, damaging the clock spring. The pinch bolt can be replaced with the steering shaft attached to the steering gear.

IMPORTANT: Do not turn the steering shaft while removing the pinch bolt.

1. Remove and discard the pinch bolt and nut on the steering gear side of the steering shaft.
2. Slide the steering shaft down so it is completely seated on the steering gear input shaft.
3. Install the new pinch bolt and nut. Tighten the pinch bolt 30 to 35 lbf-ft (41 to 47 N-m).
4. Apply a blue torque seal after the required torque has been set.
5. Position the lower steering column cover on the steering column, then install the four screws that attach the lower steering column cover to the steering column. See [Fig. 1](#). Tighten the screws 15 to 17 lbf-in (169 to 192 N-cm).
6. Using the two number 8, 16 × 3/4 screws removed earlier, attach the upper steering column cover to the lower steering column cover. Tighten the screws 10 to 12 lbf-in (113 to 136 N-cm).
7. Using the number 10, 32 × 3/4 SST capscrew removed earlier, attach the upper steering column cover to the steering column. Tighten the capscrew 15 to 17 lbf-in (169 to 192 N-cm).
8. Clean a spot on the base label (Form WAR259), write the recall number, FL914, on a blank red completion sticker (Form WAR260), and attach it to the base label, indicating this work has been completed.