

August 2022  
FL933A  
NHTSA #22V-338  
REVISED NOTICE

## Subject: Freightliner and Western Star Certification Labels

**Models Affected: Specific model years 2020-2023 Freightliner;  
and Western Star 4700, 4900, and 5700 vehicles manufactured  
August 21, 2019, through April 26, 2022.**

### General Information

Daimler Truck 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, which relates to motor vehicle safety exists on the vehicles mentioned above.

**REVISION:**Revisions were made to the work instructions. A second component label was added.

On the affected vehicles, the Gross Axle Weight Rating (GAWR) is listed higher than the actual capacity of the tires. As required by FMVSS 567.4(g)(4), incorrect GAWR could result in potential overloading of the axles and increase the risk of a crash.

The vehicles will be updated with the correct GWR Component Label and GAWR Certification Labels.

There are approximately 185 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 FL933, 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 FL933

Campaign Number	Part Type	Part Description	Part Number	Qty.
FL933A	OTHER	CERTIFICATION LABEL	24-01810-001	1 ea
		BLANK COMPLETION STICKER	WAR260	1 ea

**Table 1**

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**Label Ordering:**

- Login to the DTNAConnect portal.
- Under 'DTNACONNECT RESOURCES' on the left side of the homepage, expand the 'Services and Reference' list, then select 'Request for Certification Label or OWL.' See Fig. 1. A page titled 'Request for Replacement Vehicle Documentation' will open.

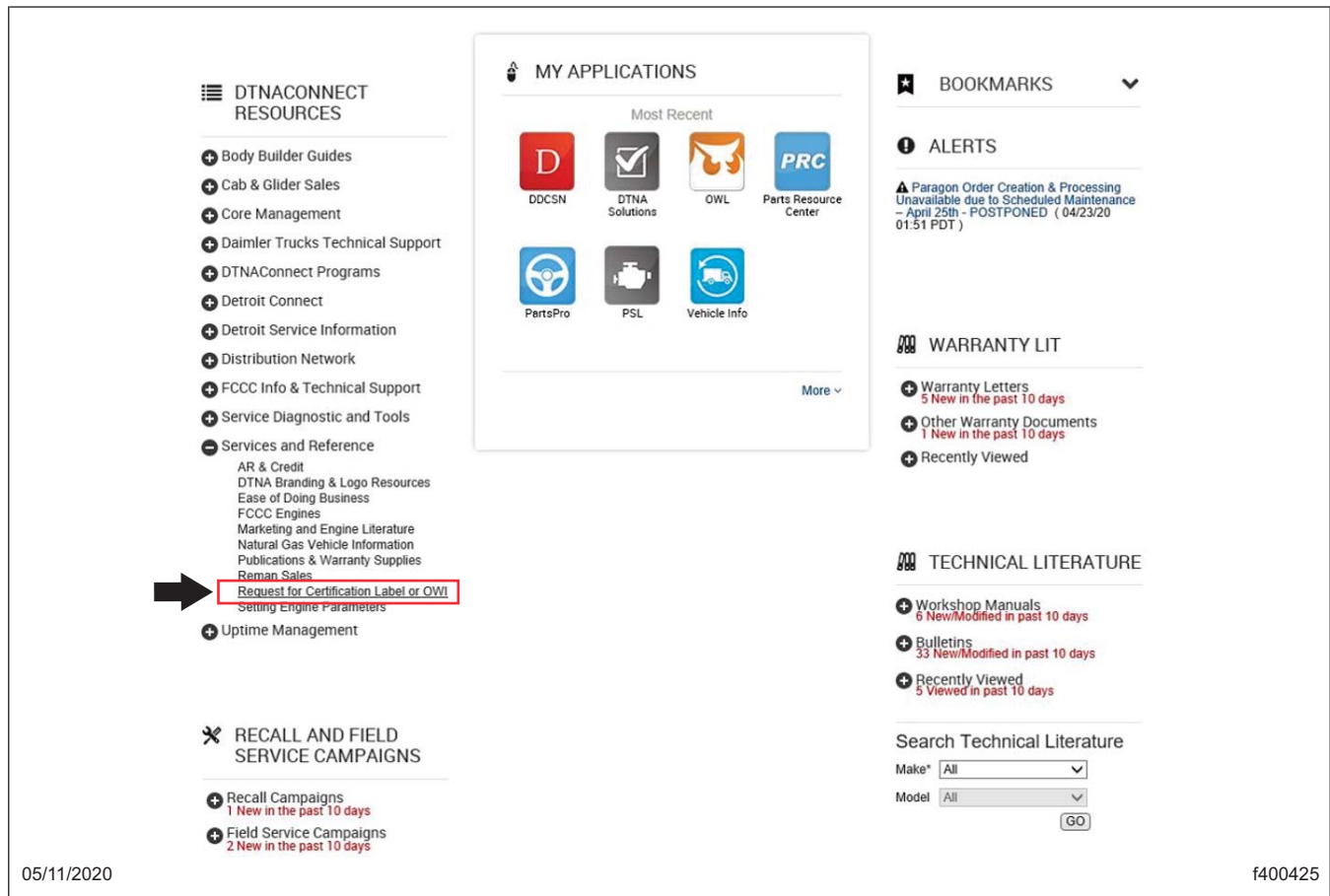


Fig. 1, DTNAConnect Homepage

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- Enter the vehicle identification number (VIN), then select 'Certification Label Request.' Enter dealer code in the 'Company Code' box. See [Fig. 2](#).

### Request for Replacement Vehicle Documentation

\* - indicates required field

**Important:** This Certification Label request only supports Freightliner, FCCC, Western Star and Sterling products. All other products need to be referred to the specific manufacturer.

To request a certification label or incomplete vehicle label please complete the below information in this form. When completed, click Review, then Submit.

All certification labels will be shipped 2nd day air from DTNA Print Center. Price of the shipping will be included in the \$50 fee.

A fee of \$20 will be applied to certification labels shipped Next Day Air.

**A** →  Certification Label Request - \$50 fee

Incomplete Vehicle Label - \$50 fee

**B** →

**DEALER INFORMATION**

**IMPORTANT:** Address provided MUST be that of the DEALERSHIP/AUTHORIZED REPAIR LOCATION, NOT that of the Customer.

**C** →

**NVIS Requests**

Canadian Dealers - Please see the Applications area of the main page to access the eNVIS application link.

US Dealers - Please contact [Sandy.Hill@Daimler.com](mailto:Sandy.Hill@Daimler.com) to request a NVIS form. (Note: Please contact Sandy **only for NVIS form requests** and not for other documentation needs.)

**Owner's Warranty information booklets**

To request an Owner's Warranty Information booklet, please submit a **Warranty Support Center** ticket. Thank you.

HOW TO OBTAIN A GVWR LABEL

DTNA does not provide GVWR certification labels for modified vehicles. For assistance in obtaining a GVWR certification label for a vehicle that has had the GVWR changed or modified, contact the National Truck Equipment Association (NTEA) in the U.S. In Canada, contact the Canadian Transportation Equipment Association (CTEA). See information below

**USA** - National Truck Equipment Association (NTEA)

- Phone: (800) 441-6832
- Email: [info@ntea.com](mailto:info@ntea.com)

**Canada** - Canadian Transportation Equipment Association (CTEA)

- Phone: (519) 631-0414
- Email: [transportation@ctea.on.ca](mailto:transportation@ctea.on.ca)

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A. Select 'Certification Label Request.'

B. Enter the VIN.

C. Enter the Dealer Code.

**Fig. 2, Request for Replacement Vehicle Documentation**

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- Enter the text 'For Recall FL933' in the 'ADDITIONAL INFORMATION FOR CERTIFICATION LABEL REQUEST' box below. Then select 'Review,' and submit the request. See [Fig. 3](#).

State/Province, \*

Office Hours

From To

Zip \*

Purchase Order Number (PO#)

ADDITIONAL INFORMATION FOR CERTIFICATION LABEL REQUEST

Reason for Certification Label Request

For Recall FL933 ← A

Was the vehicle wrecked? \*  Yes  No

CANCEL REVIEW ← B

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A. Enter 'For Recall FL933' in the text box.  
B. Click on 'Review.'

**Fig. 3, Reason for Certification Label Request**

## 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
FL933A	Replace Certification Label	0.3	996-R149A	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 (**FL933-A**).
- In the Primary Failed Part Number field, enter **25-FL933-000**.

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- 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](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: Freightliner and Western Star Certification Labels

**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 Truck 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, which relates to motor vehicle safety exists on specific model years 2020-2023 Freightliner Cascadia; Western Star 4700, 4900, and 5700 vehicles manufactured August 21, 2019 through April 26, 2022.

On the affected vehicles, the Gross Axle Weight Rating (GAWR) is listed higher than the actual capacity of the tires. As required by FMVSS 567.4(g)(4), incorrect GAWR could result in potential overloading of the axles and increase the risk of a crash.

The vehicles will be updated with the correct GWR Component Label and GAWR Certification Labels. Repairs will be performed by Daimler Truck North America authorized service facilities. **IMPORTANT: Advance arrangements are required for this Recall in order to ensure labels are available for your vehicle at the dealership.**

Please contact an authorized Daimler Truck 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 <https://northamerica.daimlertruck.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-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 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](mailto: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

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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 Truck 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 Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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## **Work Instructions**

### **Subject: Freightliner and Western Star Certification Labels**

**Models Affected: Specific model years 2020-2023 Freightliner;  
and Western Star 4700, 4900, and 5700 vehicles manufactured  
August 21, 2019, through April 26, 2022.**

## **Label Replacement Procedure**

### **Cascadia Trucks NAFTA**

#### **Component GWR Label**

1. Check the base label (Form WAR259) for a completion sticker for FL933 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.



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3. Open the passenger-side door, and locate the component GWR label. See [Fig. 4](#) and [Fig. 5](#) for an example of a Freightliner component GWR label.


 MAXIMUM GWR BY COMPONENT (KG/LBS)	COMPONENT	FRONT AXLE	1ST INT AXLE	2ND INT AXLE	3RD INT AXLE	4TH INT AXLE	5TH INT AXLE	6TH INT AXLE	REAR AXLE	COMPONENT GWR
	AXLES:	( 5443) 12000	( 9072) 20000						( 9072) 20000	CHASSIS:
	SUSPENSION:	( 5443) 12000	( 9072) 20000						( 9072) 20000	ENG/TRANS:
	TIRES:	( 5601) 12350	( 9253) 20400						( 9253) 20400	5TH WHEEL:
	RIMS:	( 6713) 14800	(11612) 25600						(11612) 25600	PARK BRAKE:
	HUBS/SPOKES:	( 6032) 13300	(10432) 23000						(10432) 23000	AXLE:
	BRAKES:	( 6032) 13300	( 9072) 20000						( 9072) 20000	VIN: 1FUJGBDV4GLZZ9999
	STEERING:	( 6032) 13300								f080200
	06/21/2016									

Fig. 4, Freightliner Component GWR Label Example

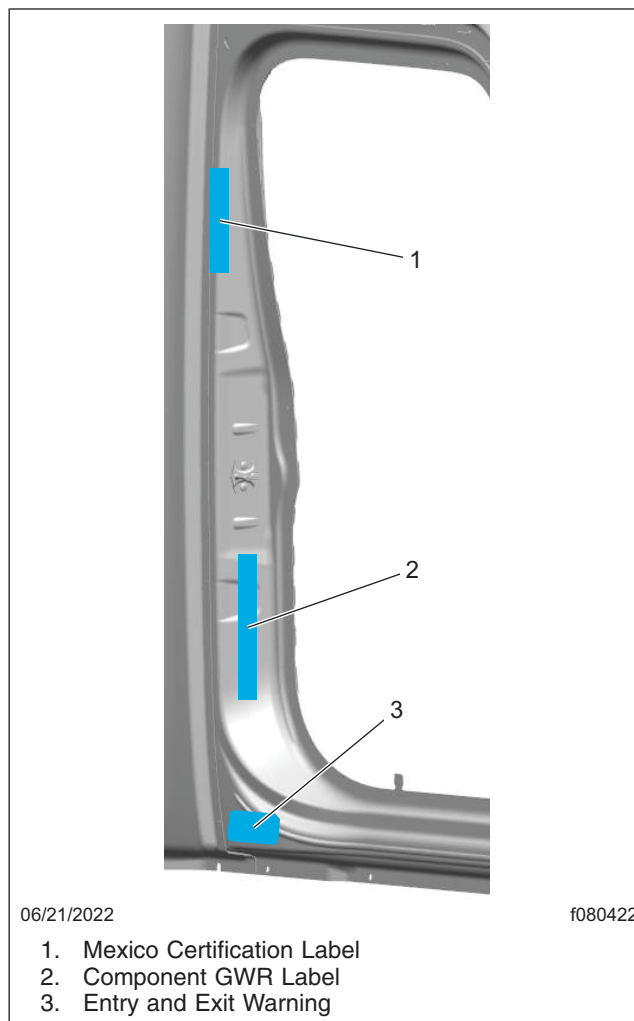
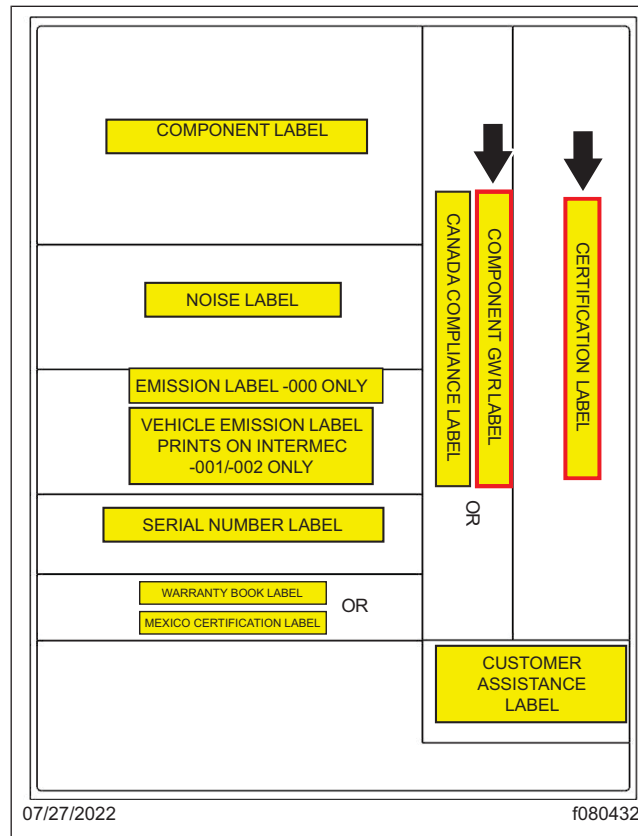


Fig. 5, Component GWR Label Location, Cascadia Trucks

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4. Locate the new component GWR label. See [Fig. 6](#). Make sure the vehicle identification number (VIN) on the current component GWR label matches the VIN on the new component GWR label.



**Fig. 6, Component GWR and Certification Label Location, Recall Kit, Cascadia Trucks**

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**Care should be taken when removing the label to avoid damaging the paint.**

5. Remove the current component GWR label by peeling the clear topcoat label off, then remove the white base label.
6. Clean the adhesive residue from the label location.
7. Ensure that the area on the door is clean and dry, then affix the new component GWR label with the correct GWR on it.
8. Apply the new clear topcoat label over the component GWR label.

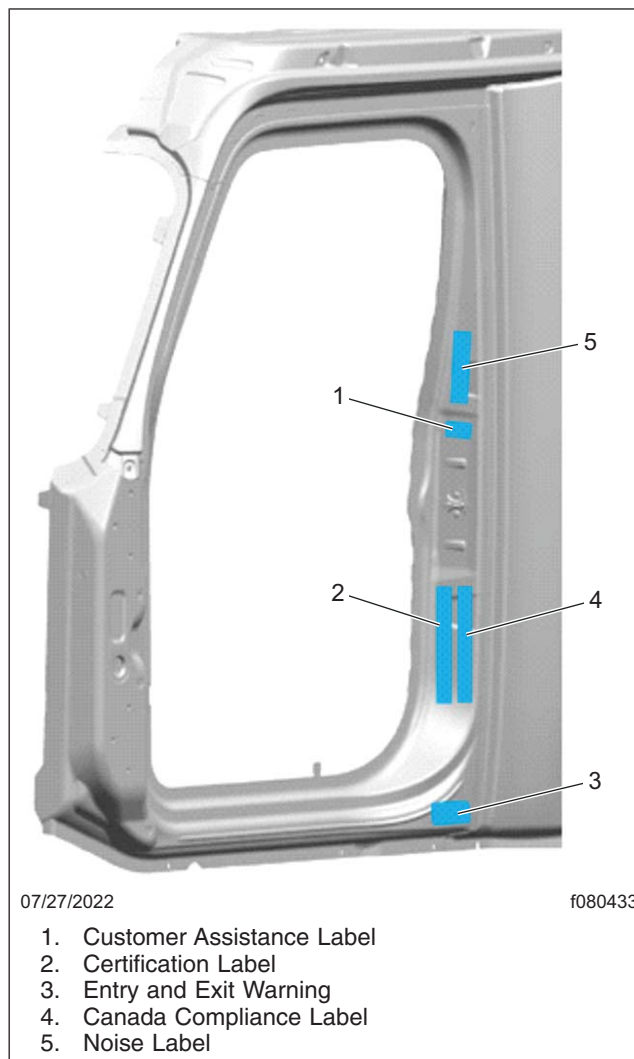
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## Certification Label

1. Open the driver-side door, and locate the certification label. See [Fig. 7](#) and [Fig. 8](#) for an example of a Freightliner certification label.

	MANUFACTURED BY: DAIMLER TRUCKS N.A. LLC	GAWR/PNBE	GAWR/PNBE	TIRES	RIMS	KPA COLD	PSI COLD	"S"	
	DATE OF MFR: 07/15	KGS	LBS						
	GVWR/PNBV-KG: 23,587	FRONT AXLE: 5,443	12,000	275/80R22.5(G)	22.5X8.25	758	110	S	
	GVWR/PNBV-LBS: 52,000	1ST INT AXLE: 9,072	20,000	445/50R22.5(L)	22.5X14.0	827	120	S	
	THIS VEHICLE COMPLIES WITH ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT AT THE DATE OF MANUFACTURE SHOWN ABOVE.	2ND INT AXLE:							
	VEHICLE ID NO: 1FUJGBDV4GLZZ9999	3RD INT AXLE:							
TYPE: TRUCK/TRACTOR TT/CT	4TH INT AXLE:								
COUNTRY OF ORIGIN: U.S.A.	5TH INT AXLE:								
	6TH INT AXLE:								
	REAR AXLE: 9,072	20,000	445/50R22.5(L)	22.5X14.0	827	120	S		
08/31/2020								f080199	

**Fig. 7, Freightliner Certification Label Example**



**Fig. 8, Certification Label Location, Cascadia Truck**

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2. Locate the new certification label. See [Fig. 6](#). Make sure the vehicle identification number (VIN) on the current certification label matches the VIN on the new certification label.

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**Care should be taken when removing the label to avoid damaging the paint.**

3. Remove the current certification label by peeling the clear topcoat label off, then remove the white base label.
4. Clean the adhesive residue from the label location.
5. Ensure that the area on the door is clean and dry, then affix the new certification label with the correct GAWR on it.
6. Apply the new clear topcoat label over the certification label.
7. Clean a spot on the base label (Form WAR259) and attach a recall completion sticker for FL933 (Form WAR260), indicating this work has been completed.


## Western Star Trucks NAFTA

### Component GWR Label

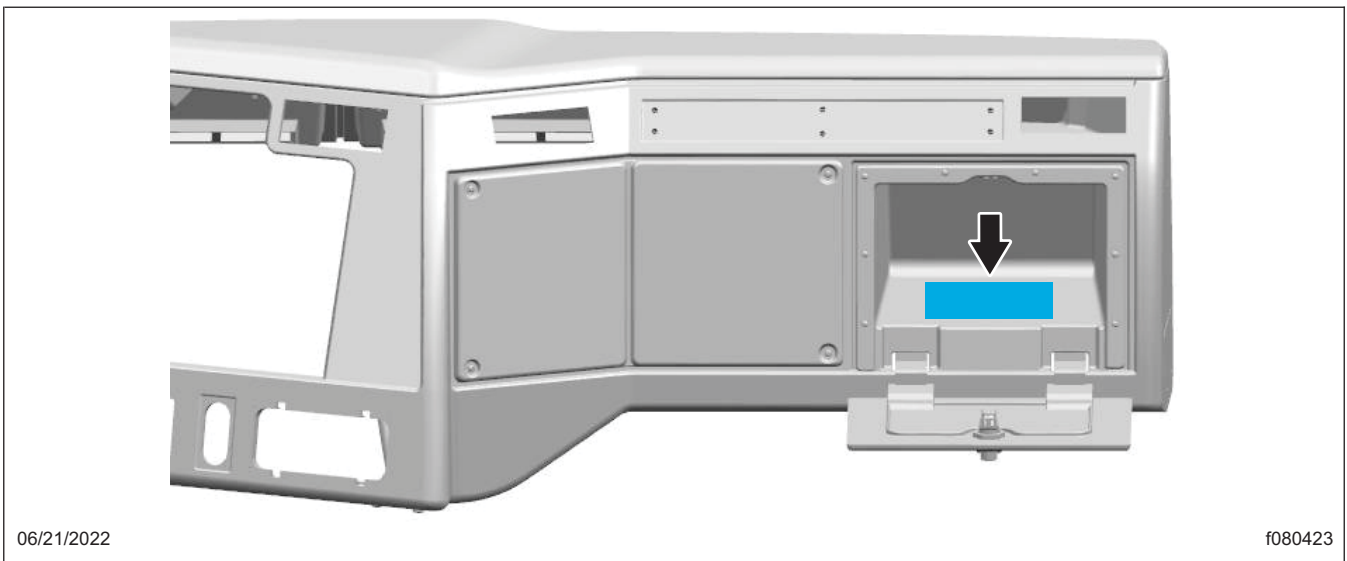
1. Check the base label (Form WAR259) for a completion sticker for FL933 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

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- Open the passenger-side door, and locate the component GWR label in the glove box. See [Fig. 9](#) and [Fig. 10](#) for an example of a Western Star component GWR label.

 <b>WESTERN STAR</b> MAXIMUM GWR BY COMPONENT (KG)/LBS	COMPONENT	FRONT AXLE	1ST INT AXLE	2ND INT AXLE	3RD INT AXLE	4TH INT AXLE	5TH INT AXLE	6TH INT AXLE	REAR AXLE	COMPONENT GVWR
	AXLES:	( 5443 ) 12000							( 9525 ) 21000	CHASSIS:
	SUSPENSION:	( 5443 ) 12000							( 9525 ) 21000	ENG/TRANS: ( 36288 ) 80000
	TIRES:	( 5601 ) 12350							( 10296 ) 22700	5TH WHEEL:
	RIMS:	( 6713 ) 14800							( 13426 ) 29600	PARK BRAKE:
	HUBS/SPOKES:	( 6032 ) 13300							( 10432 ) 23000	AXLE:
	BRAKES:	( 5443 ) 12000							( 9979 ) 22000	VIN: XXXXXXXXXXXXXXXXX
	STEERING:	( 6032 ) 13300								
07/20/2020										f080219

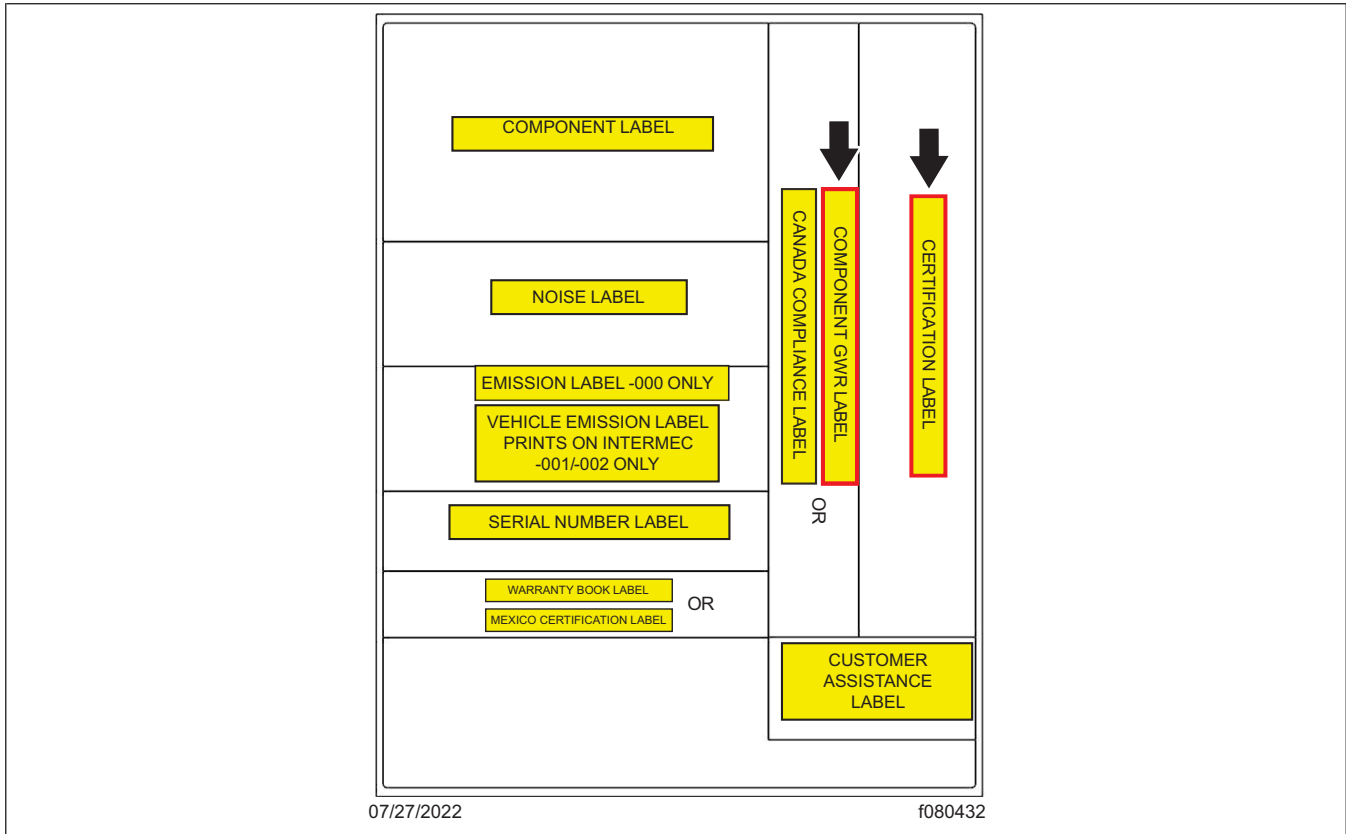
**Fig. 9, Western Star Component GWR Label Example**



**Fig. 10, Component GWR Label Location, Western Star Trucks**

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4. Locate the new component GWR label. See **Fig. 11**. Make sure the vehicle identification number (VIN) on the current component GWR label matches the VIN on the new component GWR label.



**Fig. 11, Component GWR and Certification Label Location, Recall Kit, Western Star**

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**Care should be taken when removing the label to avoid damaging the paint.**

5. Remove the current component GWR label by peeling the clear topcoat label off, then remove the white base label.
6. Clean the adhesive residue from the label location.
7. Ensure that the area on the door is clean and dry, then affix the new component GWR label with the correct GWR on it.
8. Apply the new clear topcoat label over the component GWR label.

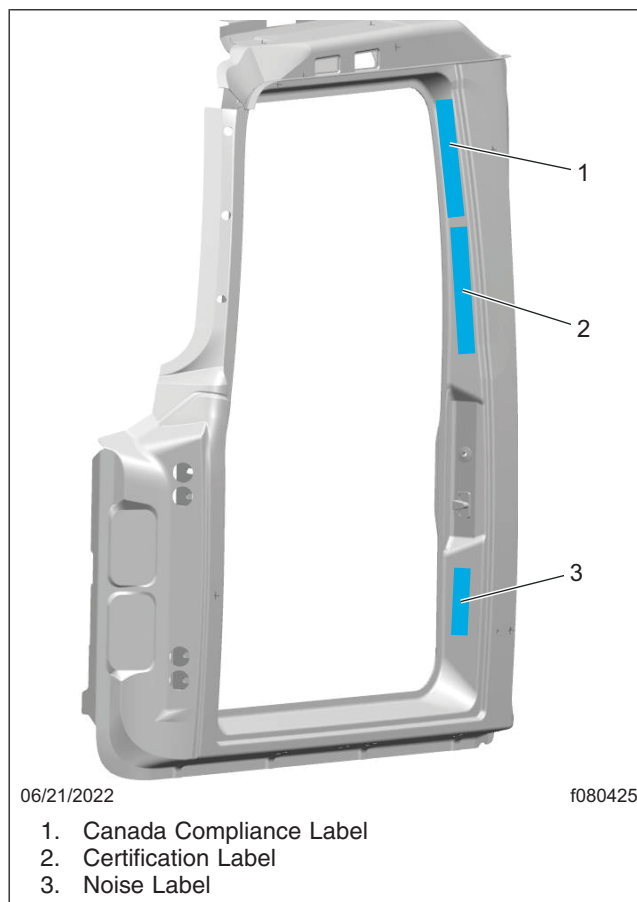
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## Certification Label

1. Open the driver-side door, and locate the certification label. See [Fig. 12](#) and [Fig. 13](#) for an example of a Western Star certification label.

	MFD BY: DAIMLER TRUCKS NORTH AMERICA LLC	GAWR/PNBE	GAWR/PNBE	TIRES	RIMS	KPA COLD	PSI COLD	"S"
	DATE OF MFR: 01/20	KGS	LBS					
	GVWR/PNBV-KG: 14,968	FRONT AXLE: 5,443	12,000	275/80R22.5(G)	22.5X8.25	758	110	S
	GVWR/PNBV-LBS: 33,000	1ST INT AXLE:						
		2ND INT AXLE:						
		3RD INT AXLE:						
	4TH INT AXLE:							
	5TH INT AXLE:							
	6TH INT AXLE:							
	REAR AXLE: 9,525	21,000	275/80R22.5(G)	22.5X8.25	758	110	D	
	VEHICLE ID NO: XXXXXXXXXXXXXXXXX							
CAN ICES-2	TYPE: INCOMPLETE VEHICLE-TRU/CAM							
/ NMB-2	COUNTRY OF ORIGIN: U.S.A.							
08/03/2020								f080220

**Fig. 12, Western Star Certification Label Example**



**Fig. 13, Certification Label Location, Western Star Trucks**

2. Locate the new certification label. See [Fig. 11](#). Make sure the vehicle identification number (VIN) on the current certification label matches the VIN on the new certification label.

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**Care should be taken when removing the label to avoid damaging the paint.**

3. Remove the current certification label by peeling the clear topcoat label off, then remove the white base label.
4. Clean the adhesive residue from the label location.
5. Ensure that the area on the door is clean and dry, then affix the new certification label with the correct GAWR on it.
6. Apply the new clear topcoat label over the certification label.
7. Clean a spot on the base label (Form WAR259) and attach a recall completion sticker for FL933 (Form WAR260), indicating this work has been completed.