

March 2023
FL955A-C
NHTSA #22V-722
Transport Canada #2022-546

Subject: Tie Rod Clamps

Models Affected: Specific model years 2022-2023 Freightliner 108SD, and 114SD; and Western Star 4700, 4900, 6900, 47X, and 49X vehicles manufactured December 16, 2021, through July 29, 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.

On the affected vehicles, the tie rod clamps could crack, potentially detaching from the tie rod. The driver may experience a decrease in steering response, pulling to one side, or notice uneven tire wear. This may result in a loss of steering, increasing the risk of crash.

A Daimler Truck North America authorized service facility will replace the tie rod.

There are approximately 100 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 FL955, a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL955

Campaign Number	Part Description	Part Number	Qty.
FL955A	TIE ROD TUBE & TIE ROD ENDS	TDA A1 3102R4854	1 ea
FL955B	TIE ROD TUBE & TIE ROD ENDS	TDA A1 3102Z4836	1 ea
	TIE ROD TUBE & TIE ROD ENDS	TDA A1 3102R4854	1 ea
FL955C	TIE ROD TUBE & TIE ROD ENDS	TDA A1 3102U4233	1 ea
FL955A-C	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
FL955A, C	TIE ROD ASSEMBLY, R/R, WITH ALIGNMENT,	2.5	996-R175A	12-Repair Recall/Campaign
FL955B	TIE ROD ASSEMBLY, TWO TIE RODS, R/R, WITH ALIGNMENT	2.9	996-R175B	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 (e.g. **FL955-A, FL955-B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL955-000**.
- 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.

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U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal.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 Canadian Owners

Subject: Tie Rod Clamps

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 2022-2023 Freightliner 108SD, and 114SD; Western Star 47X, 49X, 4700, 4900, and 6900 vehicles manufactured December 16, 2021 through July 29, 2022.

On the affected vehicles, the tie rod clamps could crack, potentially detaching from the tie rod. The driver may experience a decrease in steering response, pulling to one side, or notice uneven tire wear. This may result in a loss of steering, increasing the risk of crash.

A Daimler Truck North America authorized service facility will replace the tie rod. The Recall will take approximately three hours and will be **performed free of charge**.

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. 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-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 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 other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to 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

March 2023
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Copy of Notice to U.S. Owners

Subject: Tie Rod Clamps

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

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 in certain model years 2022-2023 Freightliner 114SD; Western Star 49X, 4700, 4900, and 6900 vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	114 SD	2023	2023	March 7, 2022	May 26, 2022
Western Star	4700	2022	2023	December 16, 2021	July 29, 2022
Western Star	4900	2023	2023	March 14, 2022	May 10, 2022
Western Star	49X	2023	2023	March 2, 2022	June 17, 2022
Western Star	6900	2023	2023	March 9, 2022	April 26, 2022

On the affected vehicles, the tie rod clamps could crack, potentially detaching from the tie rod. The driver may experience a decrease in steering response, pulling to one side, or notice uneven tire wear. This may result in a loss of steering, increasing the risk of crash.

A Daimler Truck North America authorized service facility will replace the tie rod. The Recall will take approximately three hours and will be **performed free of charge**.

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. 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-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 other concerns, you may contact the Customer Assistance Center at (800) 385-4357. 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 go to <http://www.nhtsa.gov>.

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: Tie Rod Clamps

Models Affected: Specific model years 2022-2023 Freightliner 108SD, and 114SD; and Western Star 4700, 4900, 6900, 47X, and 49X vehicles manufactured December 16, 2021, through July 29, 2022.

Removal

FL955A, C: Trucks with Single Front Steer Axle

NOTE: Tie rods and tie rod ends are not available separately. The entire tie rod assembly must be replaced.

1. Check the base label (Form WAR259) for a completion sticker for FL955 (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 rear tires.
3. At both ends of the tie rod, remove the cotter pins.
4. At both ends of the tie rod, remove the castle nuts.
5. At both ends of the tie rod assembly, use a Tiger Tool® MK6 slack adjuster puller or equivalent, shown in [Fig. 1](#) to remove the tie rod end from the tie rod arm as shown in [Fig. 2](#).



Fig. 1, Tiger Tool MK6

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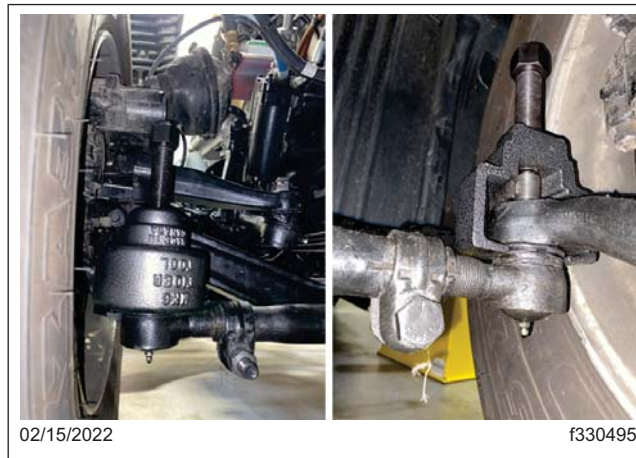


Fig. 2, Tie Rod End Removal

Installation

FL955A, C: Trucks with Single Front Steer Axle

NOTE: The tie rod clamp bolt must be on the bottom of the tie rod and the nut on the bolt must face to the rear of the vehicle. An alignment rib on the tie rod prevents incorrect installation. To properly align the clamp on the tie rod (left and right, side to side), the tie rod rib must fit inside of the corresponding groove in the tie rod clamp.

1. Remove the plastic protective covers from both castle nuts of the new tie rod assembly.
2. On one side of the vehicle, install the tie rod end in the spindle. Install the new castle nut and hand tighten it.
3. Adjust the tie rod until the other end of the tie rod can be installed into the spindle on the other side of the vehicle. Install the other tie rod end into the spindle. Install the new castle nut and hand tighten it. **Fig. 3** shows the USK tie rod bolt orientation. **Fig. 4** and **Fig. 5** show adjustments for each type of the tie rod.

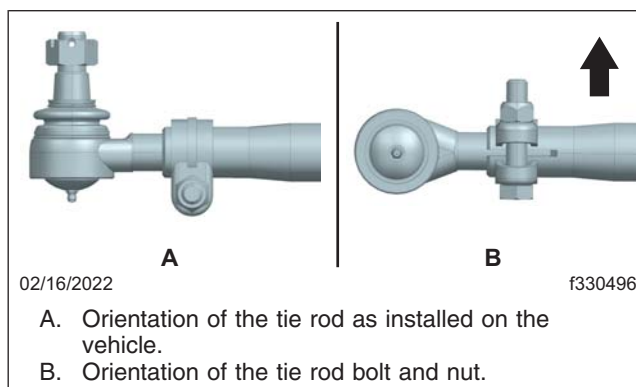


Fig. 3, USK Tie Rod Bolt Orientation

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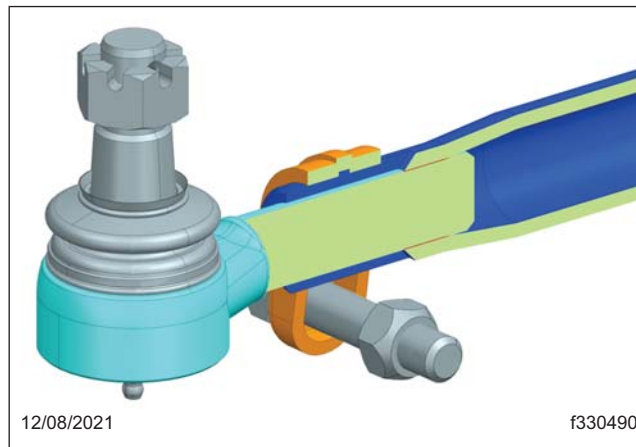


Fig. 4, USK Factory Tie Rod

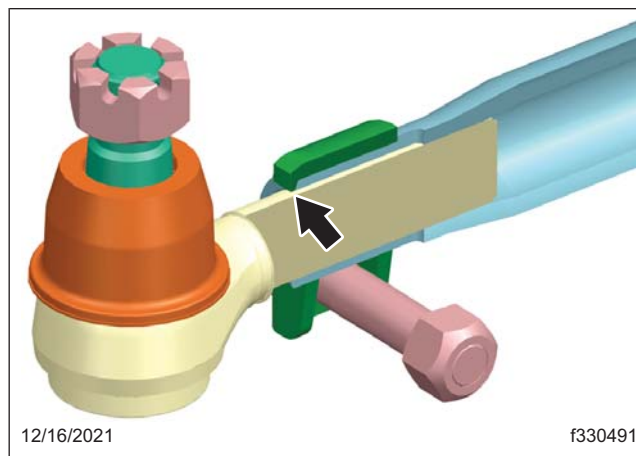


Fig. 5, TRW Aftermarket Tie Rod

4. Tighten the castle nuts 120 to 170 lbf-ft (163 to 230 N·m). If the cotter pin hole in the tie rod end stud is not aligned with a castle nut slot, turn the castle nut up to one-sixth of a turn to align it.

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5. Install a new cotter pin in the tie rod end stud and castle nut. Ensure the tangs are bent properly. **Fig. 6** shows an installed tie rod assembly with castle nut and cotter pin.

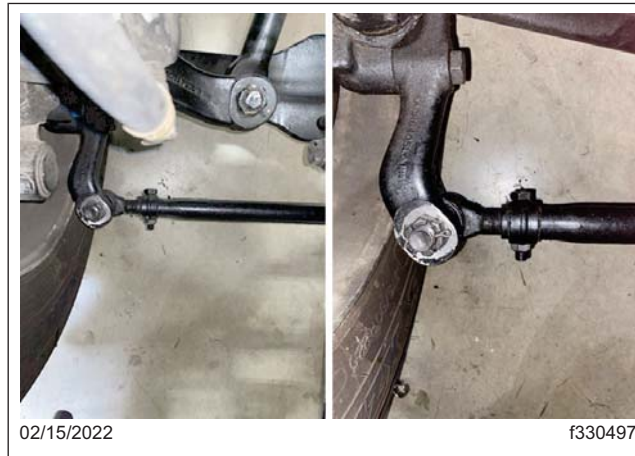


Fig. 6, Installed Tie Rod Assemblies

6. Perform a full steering alignment. For instructions, see **Group 33** of the respective workshop manual.
7. Clean a spot on the base label (Form WAR259), write the recall number, FL955, on a red completion sticker (Form WAR260), and attach it to the base label, indicating this work has been completed.

FL955B: Trucks with Two Front Steer Axles

1. Check the base label (Form WAR259) for a completion sticker for FL955 (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 rear tires.
3. Identify the tie rods for the front and the rear steer axle.
4. Repeat the above removal and installation procedures for both axles.
5. Clean a spot on the base label (Form WAR259), write the recall number, FL955, on a red completion sticker (Form WAR260), and attach it to the base label, indicating this work has been completed.