

DAIMLER

Daimler Trucks North America
Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

November 4, 2013

Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215, Rm. W45-206)
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**RE: Defect Information Report – Supplemental Report No. #1
13V-403, FL-644, Brake Caliper Mounting Bolts
Representative Dealer Notice**

Ms. Lewis,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers.

- (c)(3) Total number of vehicles potentially affected: 106
- (c)(8)(ii) Dealer and distributor notification: Began and ended: October 31, 2013
- (c)(10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions, or concerns.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

A Daimler Company

Daimler Trucks North America LLC
4747 N. Channel Avenue
Portland OR 97217-7699
503-745-6910 Phone
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Nasser.Zamani@Daimler.com

Subject: Brake Caliper Mounting Bolts

Models Affected: Specific Freightliner Cascadia vehicles equipped with Wabco Maxxus air disc brakes manufactured January 21, 2013, through May 9, 2013.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 110 vehicles involved in this campaign.

On certain vehicles the brake caliper mounting bolts may not have sufficient torque, which could result in the caliper mounting bolts loosening. A caliper with loose mounting bolts may detach, which could result in reduced brake effectiveness, increasing the risk of a vehicle crash.

The brake caliper mounting bolts will be inspected for proper torque and replaced if necessary.

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 part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL644A, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL644A

Campaign Number	Part Description	Part Number	Qty. per Vehicle	Suggested Wholesale*
FL644A	SCREW-CAP, SOCKET HEAD, M20X1.5X70	23-13843-070	8 to 24 ea	\$4.35 U.S. \$4.43 CAN
	COMPLETION STICKER	WAR260	1 ea	No charge

* Please charge all U.S. and Canadian Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls. This pricing does not apply to Export Distributors.

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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL644A	Inspect all bolts	2.1	996-0902A	000-Inspected
	Inspect all, replace 8 bolts on one axle	2.3	996-0902B	000-Modifiedx
	Inspect all, replace 16 bolts on two axles	2.6	996-0902C	000-Modifiedx
	Inspect all, replace 24 bolts on three axles	3.0	996-0902D	000-Modifiedx

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 QuickClaim or OWL:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL644A**).
- In the Primary Failed Part Number field, enter **25-FL644-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.
- For OWL, the VMRS Component Code is 013-001-129 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 for this recall.)
 - Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in Other Charges section.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.

IMPORTANT: ServicePro or 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 from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, 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 may be returned as noted for U.S. and Canadian dealers. 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: Brake Caliper Mounting Bolts

For the Notice to U.S. Customers: This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

For the Notice to Canadian Customers: This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Cascadia vehicles equipped with Wabco Maxxus air disc brakes manufactured January 21, 2013, through May 9, 2013.

On certain vehicles the brake caliper mounting bolts may not have sufficient torque, which could result in the caliper mounting bolts loosening. A caliper with loose mounting bolts may detach, which could result in reduced brake effectiveness, increasing the risk of a vehicle crash.

The brake caliper mounting bolts will be inspected for proper torque and replaced if necessary.

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, search online at www.Daimler-TrucksNorthAmerica.com. The Recall will take approximately two to three hours depending on the repair and will be performed at no charge to you.

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.

For the Notice to U.S. Customers: 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, or the Customer Assistance Center at (800) 385-4357 after normal business hours. 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 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, or the Customer Assistance Center at (800) 385-4357 after normal business hours.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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: Brake Caliper Mounting Bolts

Models Affected: Specific Freightliner Cascadia vehicles equipped with Wabco Maxxus air disc brakes manufactured January 21, 2013, through May 9, 2013.

Safety Precautions

General Safety Precautions

When working on or around a vehicle, observe the following precautions:

- Park the vehicle on a level surface, shut down the engine, and apply the parking brakes. Chock the tires.
- If the vehicle is equipped with air brakes, make certain to drain the air pressure from all reservoirs before beginning any work on the vehicle. Depleting air system pressure may cause the vehicle to roll. Keep hands away from brake calipers, which may apply as air pressure drops.
- Disconnect the batteries.
- Never connect or disconnect a hose or line containing compressed air. It may whip as air escapes. Never remove a component or pipe plug unless you are certain all system pressure has been released.
- Never exceed recommended air pressure. Always wear safety glasses when working with compressed air. Never look into air jets or direct them at anyone.
- Do not remove, disassemble, assemble, or install a component until you have read and understand the service procedures. Some components contain powerful springs, and injury can result if not properly disassembled. Use the correct tools and observe all precautions pertaining to use of those tools.
- Replacement hardware, tubing, hose, fittings, etc., should be the equivalent size, type, length, and strength of the original equipment.
- Make sure when replacing tubes or hoses that all of the original supports, clamps, or suspending devices are installed or replaced.
- Replace devices that have stripped threads or damaged parts. Repairs requiring machining should not be attempted.
- Prior to returning the vehicle to service, make certain all components and systems are restored to their proper operating condition.

Asbestos and Non-Asbestos Safety



Wear a respirator at all times when servicing the brakes, starting with the removal of the wheels and continuing through assembly. Breathing brake lining dust (asbestos or non-asbestos) could cause lung cancer or lung disease. Occupational Safety and Health Administration (OSHA) has set maximum levels of exposure and requires workers to wear an air purifying respirator approved by Mining Safety and Health Administration (MSHA) or National Institute for Occupational Safety and Health (NIOSH).

Because some brake linings contain asbestos, you should know the potential hazards of asbestos and the precautions to be taken. Exposure to airborne asbestos brake lining dust can cause serious and possibly fatal diseases such as asbestosis (a chronic lung disease) and cancer.

Because medical experts believe that long-term exposure to some *non-asbestos* fibers could also be a health hazard, the following precautions should also be observed if servicing non-asbestos brake linings.

Areas where brake work is done should be separate from other operations, if possible. As required by OSHA regulations, the entrance to the areas should have a sign displayed indicating the health hazard.

During brake servicing, an air purifying respirator with high-efficiency filters must be worn. The respirator and filter must be approved by MSHA or NIOSH, and worn during all procedures.

OSHA recommends that enclosed cylinders equipped with vacuums and high-efficiency particulate air (HEPA) filters be used during brake repairs. Under this system, the entire brake assembly is placed within the cylinder and the mechanic works on the brake through sleeves attached to the cylinder. Compressed air is blown into the cylinder to clean the assembly, and the dirty air is then removed from the cylinder by the vacuum.

If such an enclosed system is not available, the brake assembly must be cleaned in the open air. During disassembly, carefully place all parts on the floor to minimize creating airborne dust. Using an industrial vacuum cleaner with a HEPA filter system, remove dust from the brake drums, brake backing plates, and brake parts. After vacuuming, any remaining dust should be removed using a rag soaked in water and wrung until nearly dry. Do not use compressed air or dry brushing to clean the brake assembly.

If grinding or other machining of the brake linings is necessary, other precautions must be taken because exposure to asbestos dust is highest during such operations. In addition to the use of an approved respirator, there must be local exhaust ventilation such that worker exposure is kept as low as possible.

Work areas should be cleaned by industrial vacuums with HEPA filters or by wet wiping. Compressed air or dry sweeping should never be used for cleaning. Asbestos-containing waste, such as dirty rags, should be sealed, labeled, and disposed of as required by EPA and OSHA regulations. Respirators should be used when emptying vacuum cleaners and handling asbestos waste products.

Workers should wash before eating, drinking, or smoking, should shower after work, and should not wear work clothes home. Work clothes should be vacuumed after use and then laundered, without shaking, to prevent the release of asbestos fibers into the air.

Caliper Mounting Bolt Procedure

1. Check the base label (Form WAR259) for a completion sticker for FL644 (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, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

 **WARNING**

Before working on or around air brake systems and components, read the Safety Precautions above. Failure to do so may result in personal injury.

3. Drain the air from the air system.
4. Raise each axle end in turn, and support it on a jackstand.
5. Remove the wheel.

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6. Check the torque on the caliper mounting bolts. See **Fig. 1** for front calipers and **Fig. 2** for rear calipers.

6.1 Set a torque wrench to 273 lbf-ft (370 N·m).

6.2 Check each caliper mounting bolt.

If any caliper mounting bolt is loose on the particular axle being serviced, replace **all** four bolts on **both** calipers with new bolts. Tighten the bolts 273 to 317 lbf-ft (370 to 430 N·m).

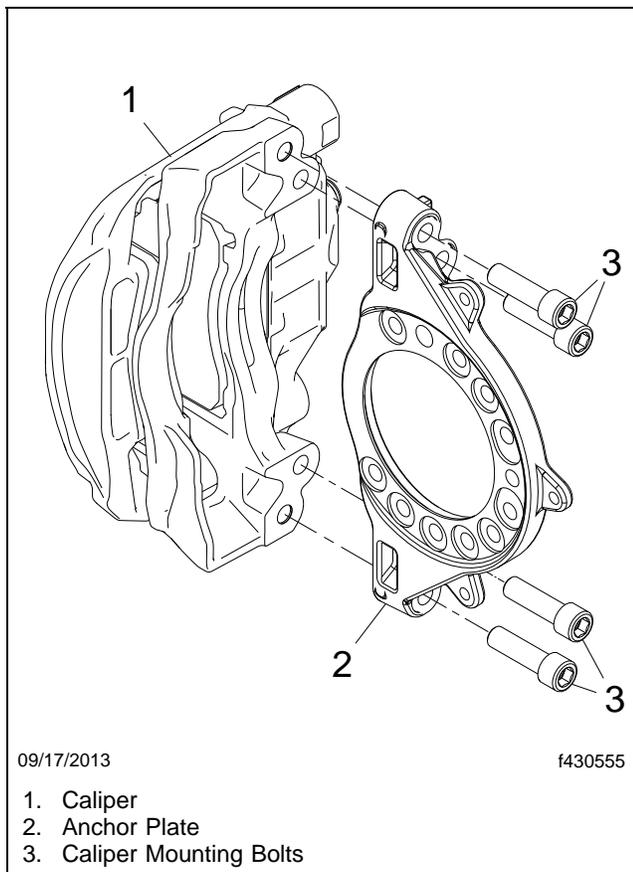


Fig. 1, Front Caliper Bolt Installation

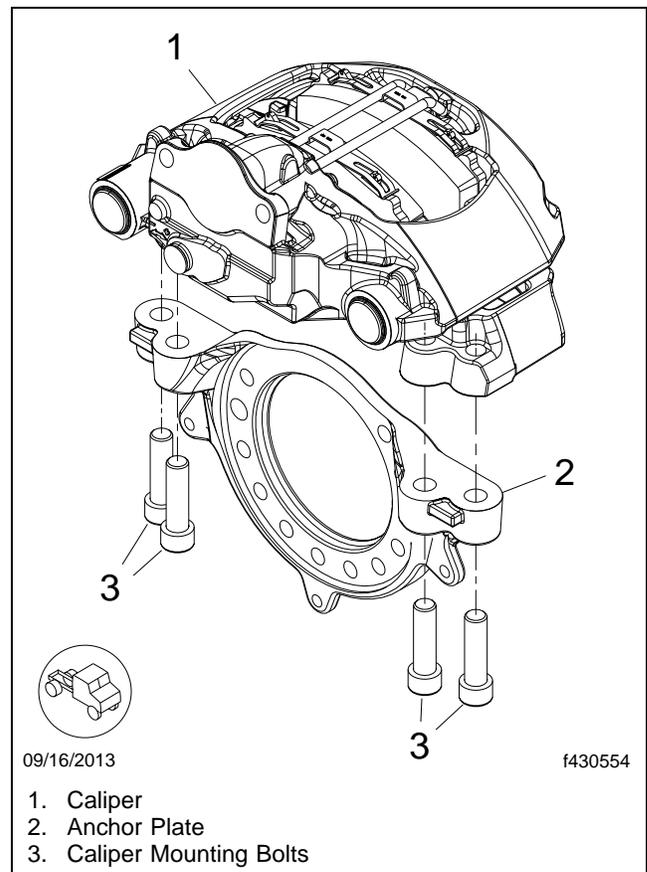


Fig. 2, Rear Caliper Bolt Installation

7. Install the wheel.

8. Remove the jackstand, and lower the vehicle.

9. Repeat this process for each caliper on the vehicle.

WARNING

Do not operate the vehicle until the brakes have been adjusted and checked for proper operation. To do so could result in inadequate or no braking ability, which could cause personal injury or death, and property damage.

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10. In a safe area, check for proper brake operation, as follows, before putting the vehicle in service.
 - 10.1 Apply and release the brakes several times to check for air leaks and proper operation.
 - 10.2 Perform six low-speed stops to ensure proper parts replacement and full vehicle control.
 - 10.3 Immediately after doing the above stops, check the rotor temperatures. Any rotors that are significantly cooler than others show a lack of braking effort on those wheels.
11. Clean a spot on the base label (Form WAR259). Write the campaign number, FL644, on a blank red completion sticker (Form WAR260) to indicate the work has been completed and attach it to the base label.