

DAIMLER

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

June 12, 2012

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
12V-235, FL-551B, Western Star Battery Disconnect Switch Power Cable Routing
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: 12
- (c)(8)(ii) Dealer and distributor notification: Began and ended: June 12, 2012
- (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

June 2012
FL551AB
NHTSA #09V-226 and #12V-235
Transport Canada #09-169 and #12-168
REVISED NOTICE

Subject: Western Star Battery Disconnect Switch Power Cable Routing

Models Affected: Specific Western Star 4900 standard cab height vehicles manufactured November 10, 2008, through May 7, 2009, with a Detroit Diesel DD15 engine and a battery disconnect switch inside the cab.

General Information

Daimler Trucks North America LLC, 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.

There are approximately 135 vehicles involved in this campaign.

A new forward cab crossmember design reduced the clearance for cab-mounted battery disconnect switch power cables on standard cab height vehicles. During cab articulation, new crossmember may pinch the power cables against the cab and may cause the cables to short circuit, resulting in a possible vehicle fire and injury to the occupants.

The cables will be reinstalled in a new location. Any damaged cables will be replaced.

REVISIONS: A small group of vehicles has been added to the Recall as FL551B. Aftermarket harness part number A06-59521-000 is available for dealers to order when needed. There are no other changes to the parts, labor, or procedures.

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 its 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 kits are not needed for this campaign. Up to \$4.50 for wire ties may be claimed without additional authorization. **IMPORTANT:** If power cables are found to be damaged, they are to be replaced; the need to replace the cables must be included in the claim story. An aftermarket harness is available. Part number A06-59521-000 may be claimed without additional authorization. (If this harness is unavailable, dealers may fabricate the power cables and claim an additional 0.6 hours as 996-0000T.) Dealers must submit an inquiry for authorization of the additional parts and labor in order to include it on claims if the harness is unavailable.

If our records show your dealership has ordered any vehicles involved in campaign number FL551A, 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.

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 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL551AB	Reroute cab disconnect switch wiring.	1.1	996-0788A	000-Modifiedx

Table 1

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 (**FL551A** or **FL551B**).
- In the Primary Failed Part Number field, enter **25-FL551-000**.
- Replacement kits are not needed for this campaign. Up to \$4.50 for wire ties may be claimed without additional authorization.
- 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 032-001-058 and the Cause Code is A1 - Campaign.
- **IMPORTANT:** If power cables are found to be damaged, they are to be replaced; the need to replace the cables must be included in the claim story. AAn aftermarket harness is available. Part number A06-59521-000 may be claimed without additional authorization. (If this harness is unavailable, dealers may fabricate the power cables and claim an additional 0.6 hours as 996-0000T.) Dealers must submit an inquiry for authorization of the additional parts and labor in order to include it on claims if the harness is unavailable.
- **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.)
 - Contact the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in sublet/outside purchases.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
 - 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.

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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.

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 is not returnable.

The letter notifying 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 Letter to Owner

Subject: Western Star Battery Disconnect Switch Power Cable Routing

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 Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900 standard cab height vehicles manufactured November 10, 2008, through May 7, 2009, with a Detroit Diesel DD15 engine and a battery disconnect switch inside the cab.

A new forward cab crossmember design reduced the clearance for cab-mounted battery disconnect switch power cables on standard cab height vehicles. During cab articulation, new crossmember may pinch the power cables against the cab and may cause the cables to short circuit, resulting in a possible vehicle fire and injury to the occupants.

The cables will be reinstalled in a new location. Any damaged cables will be replaced.

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 an hour and will be performed at no charge to you. Please note that some power cables may need to be replaced. This cannot be determined until you arrive at the dealership and parts may need to be ordered at that time.

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.

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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.

Work Instructions

Subject: Western Star Battery Disconnect Switch Power Cable Routing

Models Affected: Specific Western Star 4900 standard cab height vehicles manufactured November 10, 2008, through May 7, 2009, with a Detroit Diesel DD15 engine and a battery disconnect switch inside the cab.

REVISIONS: A small group of vehicles has been added to the Recall as FL551B. Aftermarket harness part number A06-59521-000 is available for dealers to order when needed. There are no other changes to the parts, labor, or procedures.

IMPORTANT: If power cables are found to be damaged, they are to be replaced; the need to replace the cables must be included in the claim story. An aftermarket harness is available. Part number A06-59521-000 may be claimed without additional authorization. (If this harness is unavailable, dealers may fabricate the power cables and claim an additional 0.6 hours as 996-0000T.) Dealers must submit an inquiry for authorization of the additional parts and labor in order to include it on claims if the harness is unavailable. Up to \$4.50 for wire ties may be claimed without additional authorization.

Relocate Battery Cables

1. Check the base label (Form WAR259) for a completion sticker for campaign FL551 (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 for this campaign is present, no further work is needed. If a completion sticker for this campaign is not present, proceed to the next step.
2. Shut down the engine, apply the parking brake, and chock the tires.
3. Disconnect the batteries at the negative terminals, and open the hood.
4. Inspect the battery cables. On affected vehicles, the battery cable is routed on the inboard side of the windshield washer bottle. See **Fig. 1**.
5. Remove the valence panel, located below the driver-side door.
6. From under the cab, disconnect the battery cables at the cab disconnect switch.
7. Remove the p-clamps and wire ties that secure the battery cables to the cab underbody, and remove the electrical tape that binds the two battery cables. See **Fig. 2**. Save the p-clamp assemblies, including all bolts, flatwashers, lockwashers, and nuts for installation.
8. Disconnect the cables all the way to the frontwall where the cable is bundled next to the magnetic switch.
9. Route the cables forward and to the outside of the windshield washer reservoir. Route the cables above the air horn, if equipped, and ensure they are routed above any hoses and wiring.
10. Ensure the air horn is mounted to the rearward side of the mounting bracket. See **Fig. 3**.
11. Connect the cables to the cab disconnect switch.
12. Secure the cables together with wire ties every 8 inches.
13. Drill a 1/4-inch (6-mm) hole on the forward cab crossmember, 2 inches (50 mm) inboard from the edge of the cab. Orient the hole on the rear edge of the crossmember. See **Fig. 4**.
14. Attach one of the p-clamps removed earlier to the cable.
15. Secure the cable to the cab crossmember with a 1/4-20 bolt, flatwasher, lockwasher, and a nut. Tighten the nut 12 lbf·ft (16 N·m). See **Fig. 5**.

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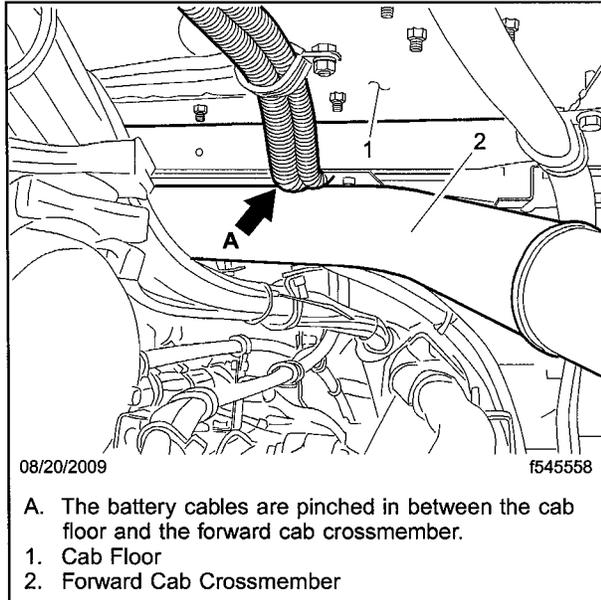


Fig. 1, Incorrect Cable Installation

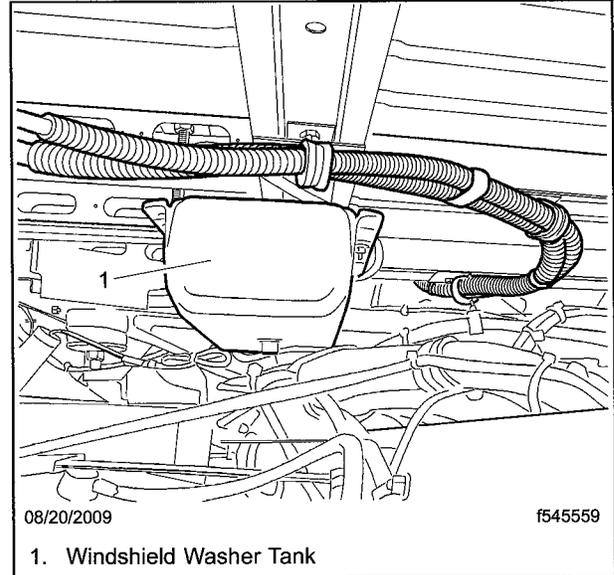


Fig. 2, Remove the P-Clamps

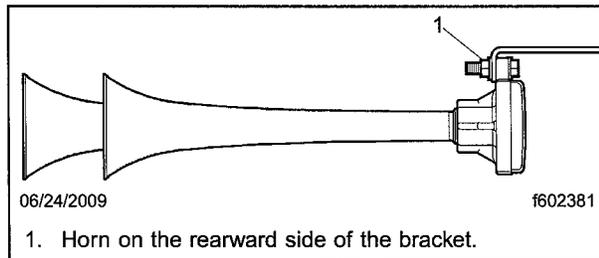


Fig. 3, Air Horn Mounting

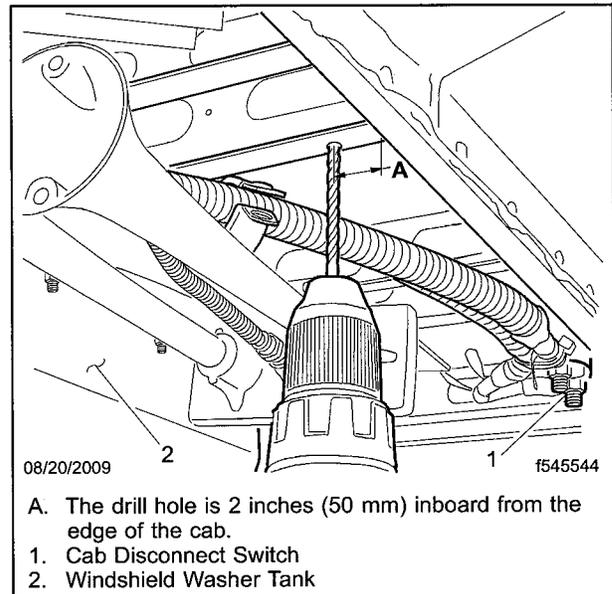


Fig. 4, Drilling the Hole in the Forward Cab Crossmember

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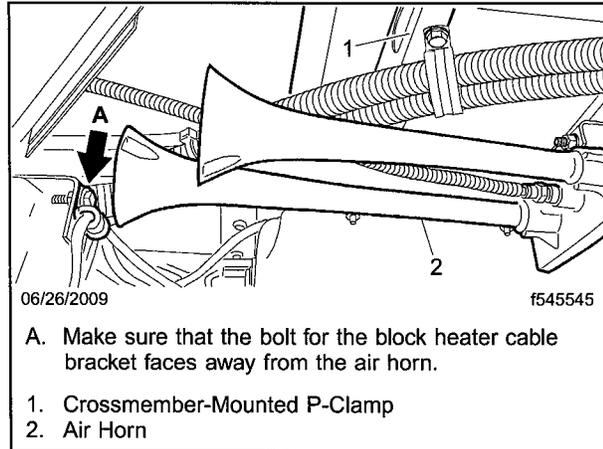


Fig. 5, Battery Cable Mounting

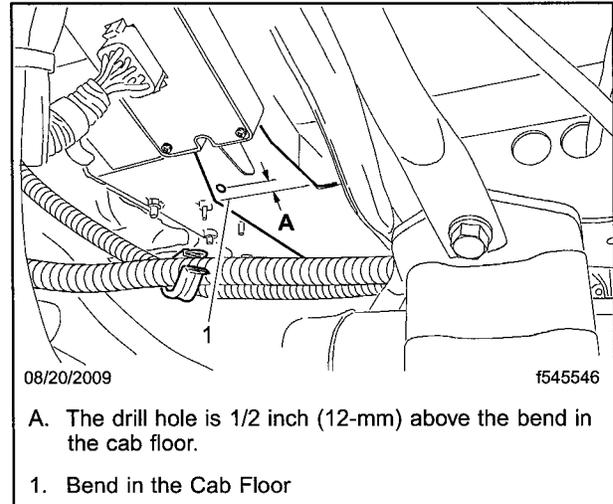


Fig. 6, P-Clamp Mounting Hole

NOTE: Make sure the mounting bolt for the block heater cable faces forward to prevent interference with the air horn.

16. Drill another 1/4-inch (6-mm) hole 1/2 inch (12-mm) above the bend where the cab floor begins to angle upward to the frontwall. See **Fig. 6**.
17. Attach another p-clamp to the cable. Secure the p-clamp to the bend in the cab floor using a 1/4-20 bolt, flatwasher, lockwasher, and a nut. Tighten the nut 12 lbf-ft (16 N·m).
18. Install the remaining clamps on the edge of the engine tunnel making sure there is clearance between the engine and the cables. Tighten the p-clamp nuts 12 lbf-ft (16 N·m). See **Fig. 7**.
19. Route the cables up the engine tunnel by using wire ties to secure to existing wiring and brackets.
20. Bundle any slack in the cables to the harness on the frontwall of the vehicle where it was previously removed. Use wire ties to secure the bundle. See **Fig. 8**.
21. Connect the batteries.

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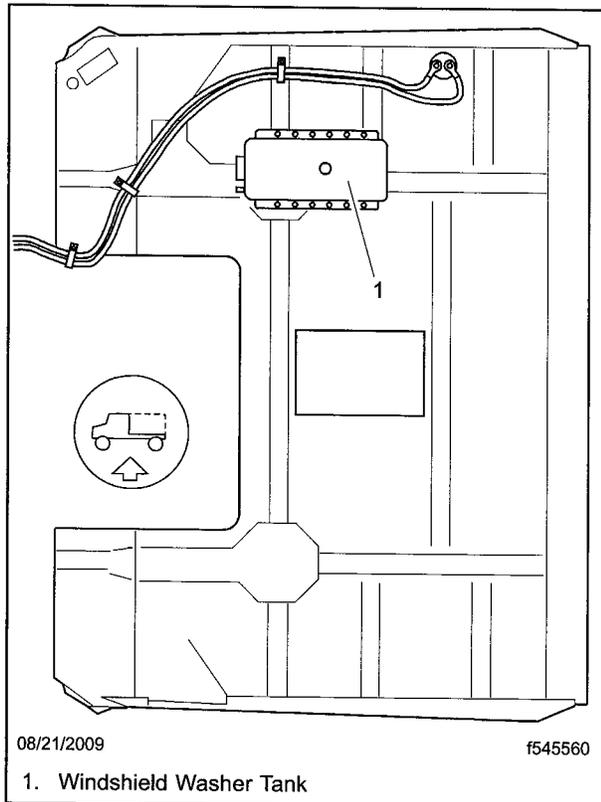


Fig. 7, Cable Routing, Bottom View

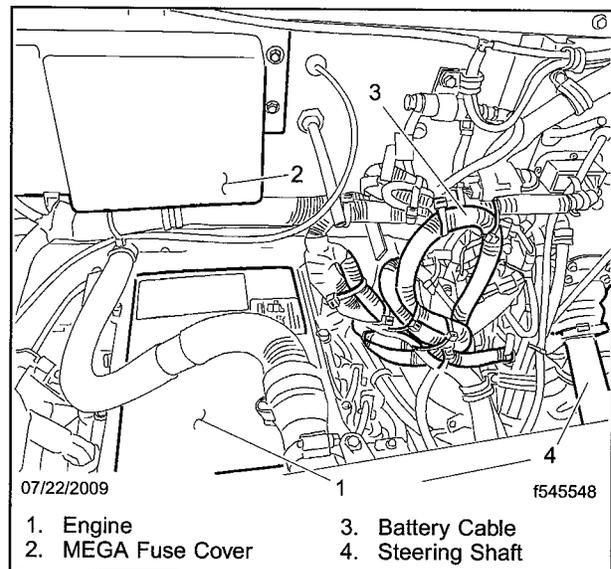


Fig. 8, Cable Mounting on the Cab Frontwall

22. Clean a spot on the base label (Form WAR259). Attach a completion sticker for FL551 (Form WAR260) to the base label.

23. Remove the chocks from the tires.