

DAIMLER

Daimler Trucks North America

Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

December 16, 2011

Nancy Lewis
Associate Administrator of Vehicle Safety
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

**RE: Defect Information Report – Supplemental Report No. 4
11V-330, FL-609, Starter Cable Isolator Bolts
Dealer Notice**

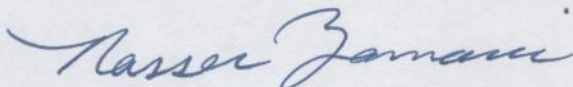
Ms. Lewis,

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: 48,170
- (c)(8)(ii) Dealer and distributor notification: Began and ended: December 16, 2011
- (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

Daimler Trucks North America LLC
4747 N. Channel Ave.
Portland, OR 97217-7699
(503) 745-6910 Phone
(503) 745-5544 Fax
Nasser.Zamani@Daimler.com

Subject: Starter Cable Isolator Bolts

Models Affected: Specific Freightliner Cascadia, Century Class S/T, Columbia, and Coronado vehicles; Sterling A/L-Line vehicles; and Western Star 4900 and 6900 vehicles manufactured January 14, 2008, through June 15, 2011, with a Detroit Diesel DD15 or DD16 engine and a certain rubber isolator.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and wholly owned subsidiaries, Sterling Truck Corporation and 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 55,000 vehicles involved in this campaign.

On some vehicles equipped with a Detroit Diesel DD15 or DD16 engine, the bolt attaching a rubber isolator to a support bracket may become loose and back out, potentially contacting an un-fused starter cable and creating a short circuit. A short circuit between an un-fused starter cable and chassis ground could result in a vehicle fire.

A new rubber isolator will be installed with a push-in rivet. If a vehicle has had an interim repair, it still requires this final remedy.

NOTE: It has been determined that a small group of vehicles originally included in this Recall does not require this repair. They are listed as FL609B and claims closing the Recall have been entered for these vehicles. No work is needed on any vehicle in FL609B.

NOTE: Some dealers attached completion stickers when performing the interim repair. If the existing isolator is attached with a bolt, instead of the new rivet, proceed with the final FL609 procedure. If the isolator is attached with the nylon rivet, the Recall is complete and no work is needed.

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 parts are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL609A, 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.

Recall Campaign

Daimler Trucks
North America LLC

December 2011
FL609A
NHTSA #11V-330
Transport Canada #11-236

Table 1 - Replacement Parts for FL609

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL609A	25-FL609-001	RIVET-PUSH-TYPE	23-12697-000	2 ea	\$.96 U.S. \$.95 CAN
		RUBBER ISOLATOR	23-12286-002	1 ea	
		COMPLETION STICKER	WAR260	1 ea	

* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls.

Table 1

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL609A	Replace rubber isolator using a push-in rivet	0.3	996-0853A	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 by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim®:

NOTE: It has been determined that a small group of vehicles originally included in this Recall does not require this repair. They are listed as FL609B and claims closing the Recall have been entered for these vehicles. No work is needed and dealers will not file claims for this approximately 100 vehicles.

NOTE: Some dealers attached completion stickers when performing the interim repair. If the existing isolator is attached with a bolt, instead of the new rivet, proceed with the final FL609 procedure. If the isolator is attached with the rivet, the Recall is complete and no work is needed.

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL609A**).
- In the Primary Failed Part Number field, enter **25-FL609-000**.
- 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 034-004-097.

- **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 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.

IMPORTANT: ServicePro® 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.

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](http://AccessFreightliner.com/Support/MyTickets) 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.

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.

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.

Recall Campaign

Daimler Trucks
North America LLC

December 2011
FL609A
NHTSA #11V-330
Transport Canada #11-236

Copy of Notice to Owners Subject: Starter Cable Isolator 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 Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and wholly owned subsidiaries, Sterling Truck Corporation and Western Star Truck Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Cascadia, Century Class S/T, Columbia, and Coronado vehicles; Sterling A/L-Line vehicles; and Western Star 4900 and 6900 vehicles manufactured January 14, 2008, through June 15, 2011, with a Detroit Diesel DD15 or DD16 engine and a certain rubber isolator.

On some vehicles equipped with a Detroit Diesel DD15 or DD16 engine, the bolt attaching a rubber isolator to a support bracket may become loose and back out, potentially contacting an un-fused starter cable and creating a short circuit. A short circuit between an un-fused starter cable and chassis ground could result in a vehicle fire.

A new rubber isolator will be installed with a push-in rivet. If your vehicle has had an interim repair, it still requires this final remedy.

NOTE: It has been determined that a small group of approximately 100 vehicles originally included in this Recall does not require this repair. If the page with your name and address lists FL609B, no work is needed and your vehicle has been reported as not needing repair. You do not need to take any action related to this Recall.

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 45 minutes to an hour 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) FTL-HELP 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) FTL-HELP 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

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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.

Recall Campaign

Daimler Trucks
North America LLC

December 2011
FL609A
NHTSA #11V-330
Transport Canada #11-236

Work Instructions

Subject: Starter Cable Isolator Bolts

Models Affected: Specific Freightliner Cascadia, Century Class S/T, Columbia, and Coronado vehicles; Sterling A/L-Line vehicles; and Western Star 4900 and 6900 vehicles manufactured January 14, 2008, through June 15, 2011, with a Detroit Diesel DD15 or DD16 engine and a certain rubber isolator.

NOTE: It has been determined that a small group of vehicles originally included in this Recall does not require this repair. They are in FL609B and claims closing the Recall have been entered for these vehicles. No work is needed for this approximately 100 vehicles.

Isolator Replacement

NOTE: Some dealers attached completion stickers when performing an interim repair. If the existing isolator is attached with a bolt, instead of the new rivet, proceed with the final FL609 procedure below. If the isolator is attached with the rivet, the Recall is complete and no work is needed.

1. Check the base label (Form WAR259) for a completion sticker for FL609 (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 sticker for FL609 is present, check the fastener attaching the isolator. If the isolator is attached with the new nylon rivet, no work is needed. If no sticker is present or the isolator is attached with a metal bolt, 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.
3. Disconnect the vehicle batteries at the negative terminals.

WARNING

The starter is located close to an engine heat shield. Allow the engine to cool before working in this area. Failure to do so could result in serious burns.

4. Remove the capscrew, washer, and isolator from the side of the engine, then discard them. See **Fig. 1**.

NOTE: If the isolator and/or the capscrew and washer are missing, replace them using the parts from the kit.

5. Install the new isolator using the nylon push-rivet from the kit. See **Fig. 2**. There must be approximately 1/2-inch (13 mm) of clearance between the isolator and the starter cable.
6. Connect the batteries.
7. Clean a spot on the base label (Form WAR259) and attach a completion sticker for Recall FL609 (Form WAR260) to the base label.

December 2011
FL609A
NHTSA #11V-330
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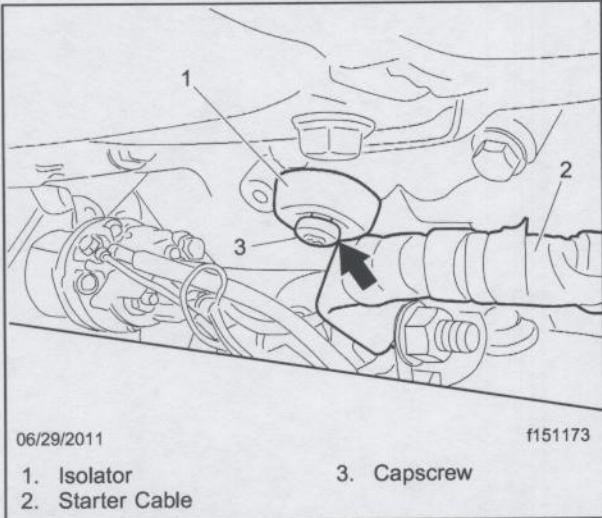


Fig. 1, Installation that Requires Replacement

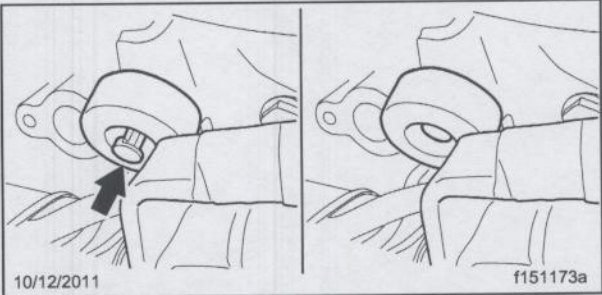


Fig. 2, Installing Isolator with Nylon Push-Rivet