

DAIMLER

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

August 29, 2011

Dan Smith
Associate Administrator for Vehicle Safety
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 1
11V-330, FL-609, Starter Cable Isolator Bolts
Interim Dealer Bulletin**

Mr. Smith,

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: 47,975

(c) (8)(ii) Dealer and distributor notification: Began and ended August 26, 2011

(c) (10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

A Daimler Company

Daimler Trucks North America LLC
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August 2011
FL609
NHTSA #11V-330
Transport Canada #11-236
INTERIM RECALL BULLETIN

Subject: Starter Cable Isolator Bolts

Models Affected: Specific Freightliner Cascadia, Century 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 Trucks Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above. Until the final Recall remedy is available, this interim procedure may be performed, if needed, on eligible vehicles. Vehicles that are not experiencing a failure do not need this procedure and it should not be performed.

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.

To reduce the risk of experiencing this condition, customers have been advised to inspect the rubber isolator and bolt as part of the pre-trip inspection. If the isolator and bolt are in place, there is no action needed. If the bolt is protruding past the front surface of the isolator or the isolator is missing, customers are to take the vehicle to an authorized Daimler Trucks dealer for an interim repair. The interim repair is to install a new isolator, washer, and bolt using Loctite 272. (Vehicles that have an interim repair also require the final remedy.)

Work Instructions

Please refer to the attached work instructions. Before beginning work, confirm whether a vehicle is eligible for an interim Recall repair. Go to Warranty Support Center/Campaigns/Interim Recall Inquiry and enter the vehicle serial number and make. NOTE: This new feature for WSC is currently being developed. It is estimated to be available in early October 2011. Until it is available, submit a Campaigns/Campaign Inquiry and the list of VINs eligible for an interim repair will be provided.

Replacement Parts

Obtain parts for this interim Recall repair by ordering from your facing Parts Distribution Center or as noted.

Table 1 - Interim Repair Parts for FL609

Campaign Number	Part Description	Part Number	Qty.
FL609	Rubber Isolator	23-12286-002	1 ea.
	Flat Washer, SST, 5/16"	23-10900-031	1 ea.
	Machine Screw, PHIT, M8X25	000000 001428	1 ea.
	Loctite 272 Thread Locking Compound	Purchase Locally	\$1.00 Allowance per Vehicle

Table 1

Removed Parts

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

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code
FL609	Replace rubber isolator using Loctite 272	0.3	996-0853A

Table 2

Claims for Credit

An interim Recall repair is performed only when a failure is present, do not perform the interim repair if there is no failure. You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing an interim Recall repair. Please reference the following information in Legacy/QuickClaim or in OWL, as appropriate for your location:

Legacy/QuickClaim

- **Claims in Legacy/QuickClaim**

Claim Type	FTL Authorization Field	PFI	Damage Code
Warranty	PAI609	25-FL609-000	286-0019300950

Table 3

- Claim type is **Warranty**.
- In the FTL Authorization field, enter **PAI609**.
- In the Primary Failed Part Number field, enter **25-FL609-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table or as directed in the Work Instructions. (Loctite 272 allowance is \$1.00 per vehicle claimed as "ZZ Loctite 272" in the Parts section of the claim.)
- 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.
- If additional parts, labor, or other charges beyond what is outlined in this bulletin were needed, stop and submit a WSC Campaign Pre-Approval Inquiry before filing a claim.
- **Claims in OWL**

Claim Type	Request Type	OWL Interim Campaign Number	PFP	VMRS Code
Recall	Payment	INT FL609-01	25-FL609-000	034-004-097

Table 4

- Claim type is **Recall** and Request type is **Payment**.
- In the Campaign field, enter **INT FL609-01**.
- Use the retrieve button to populate the claim. If needed, fill in any items not automatically included.
- Loctite 272 allowance is \$1.00 per vehicle claimed in the Parts section as a part type of "other."
- If additional parts, labor, or other charges beyond what is outlined in this bulletin were needed, stop and submit as a Recall Pre-Approval Request.

IMPORTANT: Confirm whether a vehicle is eligible for an interim Recall repair before beginning work. Go to Warranty Support Center/Campaigns/Interim Recall Inquiry and enter the vehicle serial number and make.

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INTERIM RECALL BULLETIN

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.

The interim letter notifying vehicle owners is included for your reference.

Recall Campaign

Daimler Trucks
North America LLC

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Copy of Interim 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 Trucks Sales, Inc., specific Freightliner Cascadia, Century 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.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall and provide important information regarding steps you may take in the interim. Daimler Trucks is currently developing a remedy and will notify you when it is available. *When you receive the second notice*, please contact your authorized Daimler Trucks North America dealer to schedule the Recall for your vehicle.

Before the remedy is available, there are steps you can take to reduce the risk of your vehicle developing this condition. As part of your daily pre-trip inspection, inspect for the presence of the rubber isolator and the mounting bolt holding it. See the following page for instructions. If the isolator is present and the bolt has not backed out, no action is needed until you receive the second notice. If the bolt holding the isolator has backed out or the isolator is not present, contact a Daimler Trucks North America dealer for an interim repair. (Vehicles that have an interim repair also require the final remedy.)

If you do not own the vehicle that corresponds to the identification number(s), which appears on the Recall Notice, please return the notice in the postage-paid envelope with any information you can furnish that will assist us in locating the present owner.

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. 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

Customer Inspection

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.

WARNING

This is a visual inspection only. The isolator is located between a hot engine and a live starter cable. Anything but a visual inspection could result in serious burns.

2. Visually inspect the rubber isolator mounted to the side of the engine on the right-hand side of the vehicle. The mounting bolt should not protrude past the front surface of the isolator.

If the bolt is present and there is a minimum of 1/2-inch of clearance between the isolator and the starter cable, no further action is necessary at this time. See Fig. 1.

If the isolator is not present, take the vehicle to an authorized Daimler Trucks North America dealer for repair.

If the bolt has backed out of the isolator and is protruding past the front surface of the isolator or if the starter cable is within 1/2-in of the isolator, take the vehicle to an authorized Daimler Trucks North America dealer for repair. See Fig. 2.

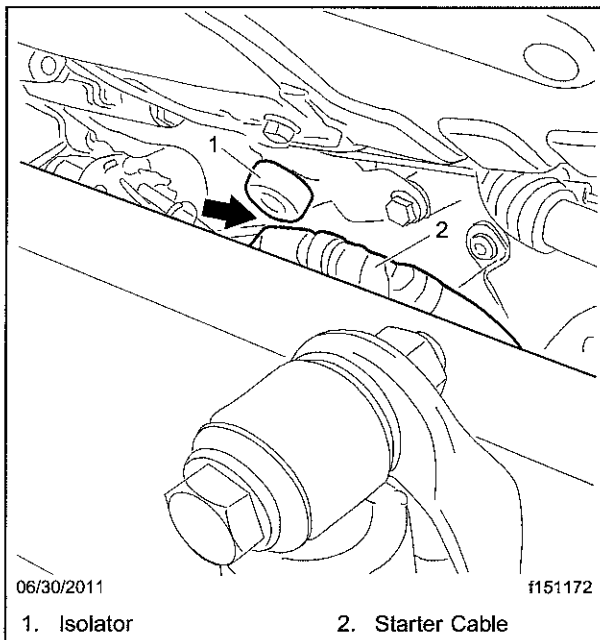


Fig. 1, Correct Isolator Installation

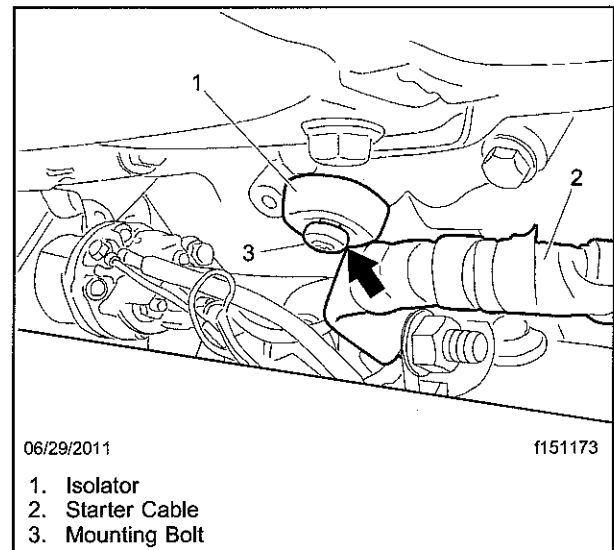


Fig. 2, Bolt Backed Out

Recall Campaign

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Interim Work Instructions

Subject: Starter Cable Isolator Bolts

Models Affected: Specific Freightliner Cascadia, Century 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.

IMPORTANT: An interim Recall repair is performed only when a failure is present, do not perform the interim repair if there is no failure.

Interim Isolator Replacement

IMPORTANT: Perform this procedure if the rubber isolator is missing, the bolt is protruding past the front surface of the isolator, or if the starter cable is within 1/2-inch of the isolator. Otherwise, no work is necessary until the final Recall repair is available.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Disconnect the vehicle batteries at the negative terminals.

WARNING

The isolator is located close to an engine heat shield. Allow the engine to cool before accessing the isolator capscrew. Failure to do so could result in serious burns.

3. Locate the rubber isolator mounted to the side of the engine on the right-hand side of the vehicle. See **Fig. 1** and **Fig. 2**. Remove the capscrew and isolator.

If the isolator and/or the capscrew are missing, replace them using the parts listed in **Table 1** (on page 1).

4. Apply Loctite 272 high temperature thread-locking compound to the capscrew threads, then install the capscrew and the isolator, tightening the capscrew until the rubber isolator begins to compress. The mounting capscrew should not protrude past the front surface of the isolator, and there must be approximately 1/2-inch (13 mm) of clearance between the isolator and the starter cable. See **Fig. 1** and **Fig. 2**.
5. Connect the batteries.
6. Remove the chocks from the tires.