

Recall Campaign

August 2004
FL421A
NHTSA #04V-343

Subject: FCCC FS65 Starter Ground Straps

Models Affected: Specific Freightliner Custom Chassis FS65 chassis manufactured with Caterpillar engines and hydraulic brakes between September 20, 1996, and June 28, 2002.

General Information

Freightliner LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 3,000 vehicles involved in this campaign.

The braided ground strap for the starter may rub on the steel brake line potentially causing a fluid leak. A brake fluid leak can reduce braking effectiveness and increase the stopping distance, possibly resulting in a vehicle crash without prior warning.

The brake line will be inspected and replaced, if needed. The braided ground strap will be replaced with an insulated cable.

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

Note: If needed after inspection, a brake line (p/n A12-17875-001) and brake fluid can be added to the claim.

If our records show your dealership has ordered any vehicles involved in campaign number FL421A, 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 Kit for FL421A

25-FL421-000

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL421A	25-FL421-000	Insulated Ground Strap Cable	A06-47073-015	1 ea	\$9.81 U.S. \$13.94 CAN
		Completion Sticker	Form 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

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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
FL421A	Inspect brake line, remove and replace ground strap	0.5	996-0587A	000-Modifiedx
	Inspect brake line, remove and replace brake line and ground strap	1.7	996-0587B	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 WAR250). 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[®]:

- Claim type is Recall.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (FL421A).
- In the Primary Failed Part Number field, enter 25-FL421-000.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. If needed, a brake line (cost not to exceed \$23.00 US) and fluid (cost not to exceed \$4.50 US) may be added to 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.
- **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.
 - If Freightliner LLC denies a customer's request for reimbursement, the amount will be denied on your claim with a message stating this, and Freightliner LLC will send a letter to the customer with the reason(s) for the denial.

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NOTE: ServicePro®/Service Advisor® 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 at (800) 547-0712, from 7:30 a.m. to 4:30 p.m. Pacific Time, Monday through Friday. Web Inquiry at AccessFreightliner.com / Support / 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 (49 USC), 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. Also, any lessor is required to send a copy of the recall notification to the lessee.

Finally, the Act states that a remedy need not be provided without charge if the vehicle was bought by the first purchaser more than ten (10) calendar years before notice is given.

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Copy of Letter to Owner Subject: FCCC FS65 Starter Ground Straps

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

Freightliner LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Custom Chassis FS65 chassis manufactured with Caterpillar engines and hydraulic brakes between September 20, 1998, and June 28, 2002.

The braided ground strap for the starter may rub on the steel brake line potentially causing a fluid leak. A brake fluid leak can reduce braking effectiveness and increase the stopping distance, possibly resulting in a vehicle crash without prior warning.

The brake line will be inspected and replaced, if needed. The braided ground strap will be replaced with an insulated cable.

Repair kits are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer.

When you contact your dealer, refer to campaign number FL421A. Once kit(s) are received at the dealership, the modification will take up to approximately two hours and will be performed at no charge to you.

As stated in the terms of your express limited warranty, Freightliner LLC will not pay for any damage caused by failure to properly maintain your vehicle. Freightliner LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

IMPORTANT: When the recall has been completed, please ensure that a label has been affixed to your vehicle referencing FL421A.

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, please make sure this notification is immediately forwarded to the lessee. 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 are not able to have the defect remedied without charge and within a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:30 a.m. to 4:30 p.m. Pacific Time Monday through Friday, e-mail address WarrantyCampaigns@freightliner.com, or the Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP, after normal business hours. You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 7th Street S.W., Washington, D.C. 20590, or phone (888) 327-4236. If your vehicle is involved in the Canadian portion, you may wish to notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario, or phone (613) 993-9861.

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 Freightliner 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 Freightliner LLC dealer. If your claim is denied, you will receive a letter from Freightliner LLC with the reason(s) for the denial.

Please speak with your Freightliner LLC authorized dealer concerning this matter.

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Work Instructions

Subject: FCCC FS65 Starter Ground Straps

Models Affected: Specific Freightliner Custom Chassis FS65 chassis manufactured with Caterpillar engines and hydraulic brakes between September 20, 1996, and June 28, 2002.

Procedure

1. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
2. Check the base label (Form WAR259) for a completion sticker for FL421 (Form WAR260) indicating this work has been done. The base label is usually located on the inside panel over the driver's side sliding window or near the driver's seat.

If a completion sticker is present, no further work is needed. Remove the chocks from the tires.

If there is no completion sticker, go to the next step.
3. Disconnect the battery.
4. From underneath the vehicle, find the ground strap routed from the starter or engine block to the frame rail.
5. Disconnect the ground strap from the stud on frame rail and from the starter or engine block, as applicable. Discard the ground strap, but save the fasteners.
6. Check the hydraulic brakeline in the area where the ground strap was routed.

If there is any sign of a mark, groove, or any other type of damage to the brakeline — *regardless of how slight* — replace the brakeline (p/n A12-17675-001). See Group 42 in the *School Bus Chassis Workshop Manual* for instructions.
7. After inspecting and possibly replacing the brakeline, install the new insulated ground cable (kit number 25-FL421-000).
8. Clean the stud on the frame rail and the contact area around the stud.
9. Clean the stud and the surrounding area on the starter or engine block, as applicable.
10. Using the existing fasteners, connect the ground cable to the stud on the frame rail and to the starter or engine block. Loosely tighten the fasteners at each end of the ground cable.
11. Position the ground cable so that it is completely clear of the brakeline.
12. Making sure the ground cable is not touching the brakeline at any point, tighten the hexnut on the frame rail stud firmly. If necessary, hold the cable in the desired position while tightening the hexnut.
13. Firmly tighten the fastener holding the ground cable to the starter or the engine block.
14. Check once again that the new ground cable is not making contact with the brakeline at any point. If necessary, loosen the fasteners and reposition the ground cable.
15. If the brakeline was replaced, bleed the brakes, following the instructions in Group 42 of the *School Bus Chassis Workshop Manual*.
16. Reconnect the battery.
17. Clean a spot on the base label (Form WAR259) and attach a completion sticker for campaign FL421 (Form WAR260) to the base label.
18. Remove the chocks from the tires.

Section 573.6 Defect Information Report
FL-421, NHTSA no. 04V-343
Supplement No.: 1

August 17, 2004

(c) (1) Manufacturer: FREIGHTLINER LLC
P.O. BOX 3849
Portland, Oregon 97208
(503) 745-5219

(c) (3) Total number of vehicles potentially affected: 3,108

(c) (9) Communications sent to dealers: posted August 6, 2004
Communications sent to owners: mailed August 10, 2004



A DaimlerChrysler Company

Timothy A. Blubaugh
Director
Government Technical Affairs

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August 17, 2004

Kenneth N. Weinstein
Associate Administrator for Safety Assurance (NSA-01)
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Re: Defect Information Report (FL-421), NHTSA no. 04V-343

Mr. Weinstein:

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

Please contact me if you have any questions.

Sincerely yours,

Timothy Blubaugh

Cc: Michael Mason, CAL-OSHA
DOSH, Legal Unit
10th Floor
455 Golden Gate Avenue
San Francisco, CA 94102

Enclosure

Certified Mail Article Number: