

Recall Campaign

January 2006
FL462A
NHTSA #05V-453

Subject: Western Star Fuel Line Routing

Models Affected: Specific Western Star 4800, 4900, 5800, 5900, and 6900 vehicles manufactured between March 1995 and January 2005 with an optional in-cab battery box mounted under the passenger seat and dual suction and return fuel lines.

General Information

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

There are approximately 2,300 vehicles involved in this campaign.

On some vehicles with optional in-cab batteries, the dual suction and return fuel lines were installed above the front cab mount crossmember and may contact the cab power harness under the cab deck. Abrasion of these lines may result in a fuel leak and possible vehicle fire.

The fuel lines will be inspected and rerouted as needed. Any fuel lines found to have wear or damage from chafing will be replaced.

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

If our records show your dealership has ordered any vehicles involved in campaign number FL462A, 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.

Replacement kits will **not** be used for this recall. If the fuel lines must be rerouted, please refer to Table 1 and use piece parts to reroute the lines. If a fuel line shows signs of wear or damage and must be replaced, contact Warranty Campaigns for authorization to include the additional parts and labor on your recall claim. Please write the campaign number on a blank red completion sticker (Form WAR260) and attach it to the base completion label (Form WAR259) when the work is completed.

Table 1 - Parts for FL462A

Repair	Part Description	Part Number	Qty.
Reroute Fuel Lines	Clip,.38 STD X 1.44	WWS 7790-3420	1 ea

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	Damage Code
FL462A	Inspect fuel line routing	0.2	996-0657A	000-Inspected
FL462A	Inspect and reroute fuel lines (when removing/reinstalling battery box is necessary)	1.7	996-0657B	000-Modifiedx
FL462A	Inspect and reroute fuel lines (when removing/reinstalling fuel tank is necessary)	3.3	996-0657C	000-Modifiedx

Table 2

IMPORTANT: When the recall has been completed, write the recall number on a blank, red completion sticker and locate the base completion label (Form WAR259) in the appropriate location on the vehicle. Attach the completion sticker (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.

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 (**FL462A**).
- In the Primary Failed Part Number field, enter **25-FL462-000**.
- Replacement kits will **not** be used for this recall. If the fuel lines must be rerouted, please use piece parts to reroute the lines. Table 1 lists the clip that is needed. **NOTE:** If a fuel line shows signs of wear or damage and must be replaced, contact Warranty Campaigns for authorization to include the additional parts and labor on your recall claim. Please write the campaign number on a blank, red completion sticker (Form WAR260) and attach it to the base completion label (Form WAR259) when the work is completed.
- 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.

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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 7:00 a.m. to 4:00 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: Western Star Fuel Line Routing

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

Freightliner LLC, on behalf of its Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4800, 4900, 5800, 5900, and 6900 vehicles manufactured between March 1995 and January 2005 with an optional in-cab battery box mounted under the passenger seat and dual suction and return fuel lines.

On some vehicles with optional in-cab batteries, the dual suction and return fuel lines were installed above the front cab mount crossmember and may contact the cab power harness under the cab deck. Abrasion of these lines may result in a fuel leak and possible vehicle fire.

The fuel lines will be inspected and rerouted as needed. Any fuel lines found to have wear or damage from chafing will be replaced.

Contact your authorized dealer to arrange to have your vehicle(s) modified. To locate a dealer, search online at www.Freightliner.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL462A**. The modification will take between approximately half an hour and four hours, depending on the work needed, and will be performed at no charge to you.

IMPORTANT: When the recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL462A**.

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, 7:00 a.m. to 4:00 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 call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9253); or to <http://www.safercar.gov>. If your vehicle is involved in the Canadian portion, you may wish to notify Transport Canada, ASFAD, Place de Ville Tower C, 330 Sparks Street, Ottawa, ON K1A 0N5, or phone (800) 333-0510.

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.

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

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Work Instructions

Subject: Western Star Fuel Line Routing

Models Affected: Specific Western Star 4800, 4900, 5800, 5900, and 6900 vehicles manufactured between March 1995 and January 2005 with an optional in-cab battery box mounted under the passenger seat and dual suction and return fuel lines.

Fuel Line Inspection and Rerouting Procedure

IMPORTANT: Replacement kits will **not** be used for this recall. If the fuel lines must be rerouted, please refer to Table 1 and use piece parts to reroute the lines. If a fuel line shows signs of wear or damage and must be replaced, contact Warranty Campaigns for authorization to include the additional parts and labor on your recall claim. Please write the campaign number on a blank red completion sticker (Form WAR260) and attach it to the base completion table (Form WAR259) when the work is completed.

1. Check the base label (Form WAR259) for a completion sticker for FL462 (Form WAR260), indicating this recall 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 further work is needed. If there is no completion sticker, go to the next step.
2. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires. Open the hood.
3. From the driver's side front wheel well, look toward the rear of the vehicle, under the cab floor.
Look along the power harness bundle that passes down and under the driver's side cab. See **Fig. 1** and **Fig. 2** for views of incorrect fuel line routing; see **Fig. 3** for correctly routed lines.

NOTE: Fuel lines should always be routed at least 1 inch (25 mm) from electrical cables.

4. Inspect the place where the power harness crosses over the cab crossmember.
5. Look for the fuel lines where they are mounted along the cab crossmember. If a fuel line is visible along the top of the crossmember where the power harness passes over the crossmember as shown in **Fig. 1**, it is incorrectly routed.
 - 5.1 The fuel lines should be clamped below the top of the crossmember, well away from the power harness.
 - 5.2 There should be no abrasion or wear on the fuel lines, or on the power harness.
 - 5.3 This inspection applies only to the area described.
6. If the lines are not correctly routed, or if any fuel line is routed within 1 inch (25 mm) of the power harness, continue to the next step.
If the lines are correctly routed, nothing needs to be done; proceed to the last step of this instruction.
7. To repair the fuel lines, it is necessary to remove the battery box or the fuel tank on the driver's side, depending on vehicle configuration to gain access.

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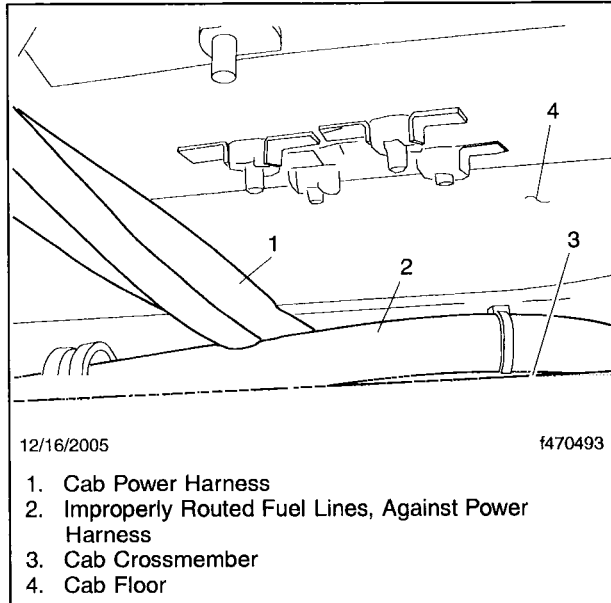


Fig. 1, Incorrect Fuel Line Routing, Power Harness Touching Fuel Lines as Seen Looking Toward the Rear, Under Driver's Side Cab

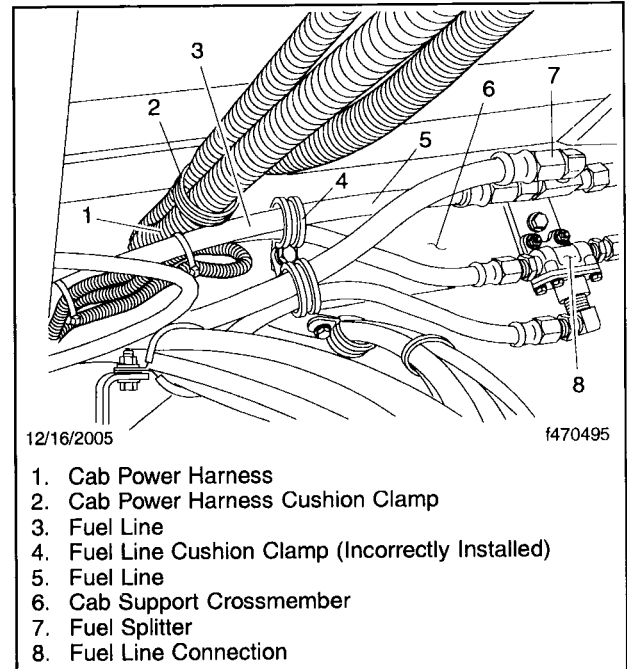


Fig. 2, Incorrect Fuel Line Routing as Seen From Under the Vehicle, Looking Forward

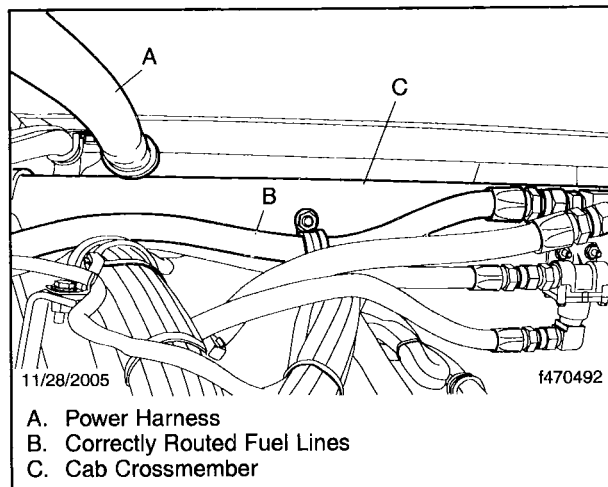


Fig. 3, Correctly Routed Fuel Lines, Seen From Driver's Side Under Cab

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Disconnect the battery.

Removing the Battery Box

1. Remove the battery box cover. Disconnect the batteries, and remove them from the box.
2. Support the battery box with a transmission jack or floor jack, and unbolt it from the brackets. Do not unbolt the brackets from the frame rail.
3. Move the battery box out of the way, to give access to the area indicated in **Fig. 2**.

Removing the Fuel Tank

1. Drain the fuel tank into a clean container.
2. Disconnect the fuel line clamps from the frame rail. This will create enough slack in the fuel lines to swing the fuel tank out of the way without disconnecting the fuel lines, and it avoids having to prime the fuel system.
3. Support the fuel tank with a padded transmission jack so that the tank will not be scratched, and unbolt the support straps from the tank.
4. Lift the tank from the brackets, and move the jack to swing the tank out of the way.

Fuel Line Routing

1. Remove the double cushion clamps that hold the fuel lines to the back of the cab crossmember.
2. Inspect the fuel lines for wear, where they pass near the power harness.
3. Inspect the power harness for wear in the area where it passes near the fuel lines and cab crossmember.

NOTE: All damaged components should be replaced with identical equipment, mounted correctly.

4. Move the fuel lines so that they are positioned below the cab crossmember, away from any chance of contact. It may be necessary to loosen or reposition other cushion clamps along the fuel lines to allow the fuel lines to move.
5. Use cushion clamp P/N WWS 7790-3420 to hold the two upper fuel lines below the mounting stud on the cab crossmember as illustrated in **Fig. 3**. The cushion clamp should be mounted with its clamping area below the fastener.

NOTE: Do not clamp the fuel supply and return lines.

Assembly

Battery Box Assembly

1. If a battery box was removed, move it into position.
2. Install the battery box fasteners.
3. Install the batteries in the battery box.
4. Install the battery disconnect switch (if applicable).
5. Connect the batteries, and install the battery cover.
6. Close the hood.

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7. Clean a spot on the base label (Form WAR259). The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. Write the campaign number, FL462, on a blank, red completion sticker (Form WAR260) and attach it to the base label.
8. Remove the chocks.

Fuel Tank Assembly

1. Move the fuel tank back into position and set it in place on the brackets.
2. Install the fuel tank straps.
3. Remove the jack.
4. Install the fuel line clamps that were removed from the frame rail.
5. Fuel the tank.
6. Close the hood.
7. Clean a spot on the base label (Form WAR259). The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. Write the campaign number, FL462, on a blank, red completion sticker (Form WAR260) and attach it to the base label.