

June 2016
FL702A-G
NHTSA #16V-121

Subject: FCCC XCP Chassis Power Steering Hoses

Models Affected: Specific Freightliner Custom Chassis XCP chassis manufactured April 26, 2013, through January 17, 2015.

General Information

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

There are approximately 125 vehicles involved in this campaign.

On certain rear engine chassis, the power steering fluid temperature may exceed the hose material ratings. This may lead to hose failure with a sudden loss of steering fluid and power assist. A sudden loss of steering assist without warning could result in a vehicle crash.

To remedy the issue the suspect power steering hose will be replaced with one of higher temperature rating.

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 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 FL702, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL702A-G

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
FL702A & E (51 VINs)	25-FL702-000	PUMP-POWER STEERING	14-19270-010	1 ea
		MOUNTING GASKET-POWER STEERING PUMP	F4HZ 3K506 C	1 ea
		ASSY-HOSE,POWER STEERING	14-15614-424	1 ea
		HOSE-HYD,1.00 ID,HI TE,	48-25189-016	1 ea
		CLAMP-LOOP,EPDM on STEEL,1IN DIA	UMP S464G16	4 ea
		CLAMP-HOSE,SGL,CUSH,1.	23-11357-125	1 ea
		CLAMP-SPR STL, 1 INCH HOSE	23-12691-002	2 ea
		BLANK COMPLETION STICKER	WAR260	1 ea

Table 1, Continues on page 2.

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Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
FL702B & F (36 VINs)	25-FL702-001	PUMP-STEERING,TRW,EV,	14-19401-007	1 ea
		MOUNTING GASKET-POWER STEERING PUMP	F4HZ 3K506 C	1 ea
		ELBOW-90,O-RING/HOSE	23-11858-216	1 ea
		ASSY-HOSE,POWER STEERI	14-15614-424	1 ea
		CLAMP-CUSHION DIA1 1/8	23-11358-068	1 ea
		HOSE-HYD,1.00 ID,HI TE,	48-25189-016	1 ea
		HOSE CLAMP	IDL 5724	2 ea
		BLANK COMPLETION STICKER	WAR260	1 ea
FL702C (21 VINs)	25-FL702-002	HOSE-POWER STEERING,448"	14-15614-448	1 ea
		WORM GEAR CLAMP	IDL 5710	2 ea
		HOSE CLAMP	IDL 5724	2 ea
		HOSE-HYD,1.00 ID,HI TE,	48-25189-016	1 ea
		BLANK COMPLETION STICKER	WAR260	1 ea
FL702A, B, C, E, & F (108 VINs)	25-FL702-003	HOSE-SHORT, STRAIGHT ENDS	ZFT 050122181601	1 ea
		HOSE-LONG, STRAIGHT END & 45°	ZFT 050122181701	1 ea
		HOSE-LONG, STRAIGHT END & 90°	ZFT 050122181801	1 ea
		HOSE-SHORT, STRAIGHT END & 90°	ZFT 050122181901	1 ea
		FITTING DIAM 4.12 TO 6.35 MM	ZFT 050133364101	1 ea
FL702D & G (16 VINs)	No Kit. Order individual part number.	FITTING DIAM 4.12 TO 6.35 MM	ZFT 050133364101	1 ea
		BLANK COMPLETION STICKER	WAR260	1 ea

Table 1, Continued from page 1.

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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL702A, B, E, & F (ISX12 & ISX15)	Install pressure hoses, pump, and orifice	15.0	996-0975A	12-Repair Recall/Campaign
FL702C (DD13)	Install pressure hoses, pump, and orifice	13.0	996-0975B	
FL702D & G (ISX12)	Install orifice only	0.3	996-0975C	

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.

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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 OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (e.g. **FL702-A, FL702-B, etc.**).
- In the Primary Failed Part field, enter **25-FL702-000**.
- In the Parts section, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table. A maximum of \$80 may be claim for power steering fluid.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.4 hours for RVs.
- The VMRS Component Code is **015-005-003** and the Cause Code is **A1 - Campaign**.
- **U.S. and Canada -- 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.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - Reimburse the customer the appropriate amount.

IMPORTANT: 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.

For questions, 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 U.S. and Canadian 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 Notice to Owners

Subject: FCCC XCP Chassis Power Steering Hoses

For the Notice to U.S. Customers: This notice is sent to you in accordance with 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 Vehicle Safety Act.

Daimler Trucks North America 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 XCP chassis vehicles manufactured April 26, 2013, through January 17, 2015.

On certain rear engine chassis, the power steering fluid temperature may exceed the hose material ratings. This may lead to hose failure with a sudden loss of steering fluid and power assist. A sudden loss of steering assist without warning could result in a vehicle crash.

To remedy the issue the suspect power steering hose will be replaced with one of higher temperature rating.

This is the second of two notices mailed regarding the subject of campaign FL702. The final repair is ready and parts have been secured. 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 / Contact Us / Find a Dealer. The Recall will take approximately half an hour to 15 hours, depending on the repair, 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) 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.

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.

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Work Instructions

Subject: FCCC XCP Chassis Power Steering Hoses

Models Affected: Specific Freightliner Custom Chassis XCP chassis manufactured April 26, 2013, through January 17, 2015.

Orifice and Hose Replacement Procedures

1. Check the base label (Form WAR259) for a completion sticker for FL702 (Form WAR260) indicating this work has been done. The base label is usually located on the front wall under the dash. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.

DANGER

When working on the vehicle, shut down the engine and set the parking brake. Before working under the vehicle, always place jack stands under the frame rails to ensure the vehicle can not drop. Failure to follow these steps could result in serious personal injury or death.

2. Park the vehicle on a level surface, shut down the engine, and set the parking brake.
3. Use the vehicle leveling jacks to create enough room to work under the vehicle.
4. Place jack stands under the frame rails to ensure the vehicle can not drop.
5. Remove the key from the ignition. Disconnect the battery cables, or if so equipped, turn the battery disconnect switch to the OFF position.
6. Place a drain pan under the hydraulic pump.

IMPORTANT: Based on the type of engine installed in the vehicle, use the drawing number in [Table 3](#) and access the drawings in Shop Tech for this procedure.

7. At the bottom-right side of the engine, loosen the high-pressure power steering line from the hydraulic pump and let the fluid drain into the pan.

Power Steering Drawings	
Engine	Drawing Number
Cummins ISX12	D05-31933-000 D14-19321
Cummins ISX15	D05-31770-000 D14-19222
Detroit 13	D05-31793

Table 3, Power Steering Drawings

8. Place a drain pan under the power steering gear.
9. Loosen the power steering line at the bottom of the steering gear and let the fluid drain into the pan.
10. Remove the power steering return line at the bulkhead fitting.
11. Remove the orifice fitting at the bulkhead pass through and replace it with the new orifice. Tighten the fitting 42 lbf-ft (57 N·m).

Groups FL702A, B, C, E, and F: To avoid accidental loss, the kit orifice can be found attached to one of the new pressure hoses. After the orifice is tightened, proceed to the next step.

Groups FL702D and G: After the orifice is tightened, reattach the power steering return line, then proceed to step 30 on page 8.

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12. Replace the power steering return hose with a new hose from the kit. Tighten the hose fittings 42 lbf-ft (57 N-m).
13. Remove the power steering hose from the rear of the power steering cylinder and replace it with a new hose from the kit. Tighten the hose fittings 42 lbf-ft (57 N-m).
14. Remove the power steering hose from the front of the power steering cylinder and replace it with a new hose from the kit. Tighten the hose fittings 42 lbf-ft (57 N-m).
15. Remove the power steering high-pressure line from the bulkhead pass through to the steering gear and replace it with a new hose from the kit. Tighten the hose fittings 42 lbf-ft (57 N-m).
16. Remove the power steering line from the bulkhead pass through fitting.
17. At the bottom-right side of the engine, remove the power steering supply (suction) hose from the power steering pump.
18. Remove the power steering (high-pressure) hose from the power steering pump.
19. Remove the two power steering pump mounting bolts from the engine mounting and remove the power steering pump.

IMPORTANT: If the vehicle is equipped with a Detroit engine, **do not** remove the fittings.

20. Remove the fittings from the power steering pump. Keep the supply (suction) fitting for the new power steering pump. Discard the high-pressure fitting and the power steering pump.
21. Remove and discard the power steering pump gasket from the mounting flange on the engine.
22. Install a new gasket on the mounting flange.
23. Install the fittings on the new power steering pump. Use the supply (suction) fitting removed earlier and tighten it 67 to 74 lbf-ft (91 to 100 N-m). Use a new high-pressure fitting and tighten it 33 to 36 lbf-ft (45 to 49 N-m).
24. Using the mounting bolts, install the power steering pump. Tighten the mounting bolts 25 lbf-ft (34 N-m). See [Fig. 1](#) and [Fig. 2](#).

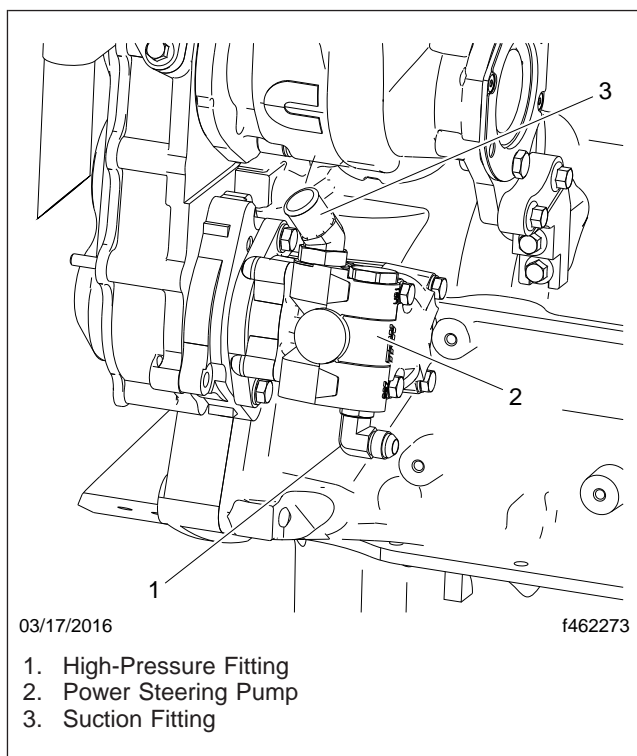


Fig. 1, Steering Pump, Cummins ISX12

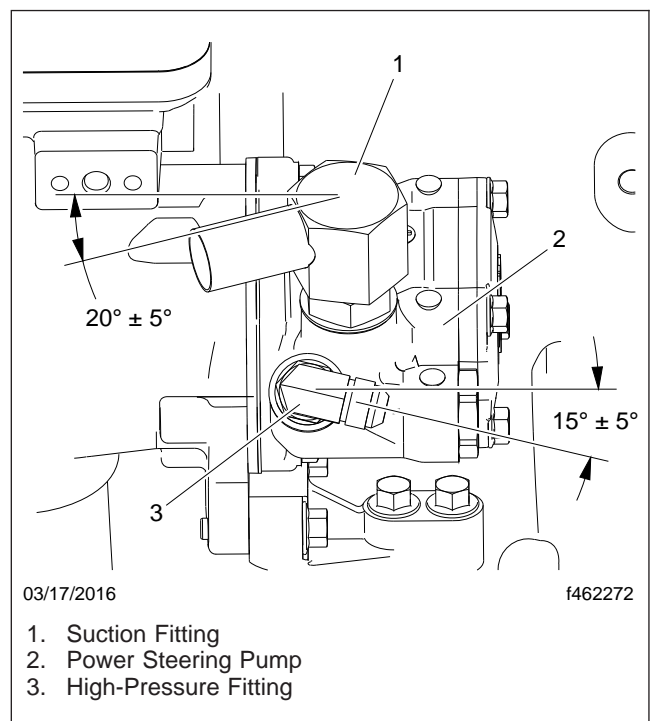


Fig. 2, Steering Pump, Cummins ISX15

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25. Remove the clamps and power steering hose from the power steering fluid reservoir and replace it with a new hose and clamps.
26. At the front of the vehicle, use a male-to male JIC fitting and attach a new high-pressure supply line from the kit to the old supply line to pull the new supply through later.
27. Starting at the front of the vehicle, follow the high-pressure hose to the rear, removing all tie straps that secure the hose to the frame rail. Depending on the chassis model, it may be necessary to remove the Aqua Hot reservoir and position it to the side in order to gain access to the rear compartment.

NOTICE

Do not use any power equipment to remove the hose. Doing so will damage the new hose. If there is difficulty removing the hose, it may help to route the old hose toward the front of the vehicle over the air bag.

NOTE: Due to the angle of pull on the hose, it is easier to remove the high-pressure hose from the back of the vehicle. Always pull the hose in a straight line down the frame rail.

28. At the back of the vehicle, pull the old high-pressure hose through the frame rail until the new hose is in position and can be attached to the new power steering pump.
29. Attach the new high-pressure hose on the new power steering pump and at the front bulkhead. Tighten the fittings 42 lbf-ft (57 N·m). Ensure that all fittings and clamps are tight.
30. Connect the battery cables, or if so equipped, turn the battery disconnect switch to the ON position.

IMPORTANT: In order to avoid overflowing the power steering reservoir, fill only to the FULL HOT mark on the dipstick.

31. Fill the power steering reservoir with Dexron III fluid to the FULL HOT mark on the dipstick. Start the engine, then shut down the engine. Keep repeating the process until air is purged and the fluid level stops dropping. Avoid running the power steering reservoir empty and foaming the fluid.
32. Once the fluid level stops dropping in the surge tank and the FULL COLD mark is maintained on the dipstick, start the engine and let it run. While the engine is running, slowly turn the steering wheel from full right to full left, purging any air that is trapped in the steering system.
33. Check all fittings, ensuring there are no leaks.
34. Remove the jack stands.
35. Clean a spot on the base label (Form WAR259). Write the recall number, FL702, on a blank red completion sticker (Form WAR260) to indicate the work as been completed, and attach it to the base label.