

November 2017
FL729A
NHTSA #16V-880
Transport Canada #16-605
REVISED NOTICE

Subject: Sterling Bullet Denso Alternators

Models Affected: Specific Sterling Bullet 4500/5500 vehicles manufactured October 19, 2007, through November 7, 2008, with Denso 220A Alternators.

General Information

Daimler Trucks North America LLC (DTNA), has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 355 vehicles involved in this campaign.

Certain vehicle alternators may experience a premature thermal failure of a 35A silicon rubber diode inside the alternator, especially when operated in hot ambient conditions, and may develop a resistive short circuit. Electrical arcing of the alternator diode could lead to an increase risk of a vehicle fire.

Affected alternators will be replaced.

REVISIONS: The SRTs have been updated to the new format with an "R" in the fifth position.

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 or part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL729, 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 FL729

Campaign Number	Part Description	Part Number	Qty. per Vehicle
FL729A	ALTERNATOR	MSL 04801313AD	1 ea
	COMPLETION STICKER	WAR260	1 ea

Table 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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL729A	Inspect alternator; no replacement needed	0.2	996-R015B	06-Inspect
	Inspect and replace alternator	0.5	996-R015A	12-Repair Recall/Campaign

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 (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:

REVISION: The SRTs have been updated to the new format with an "R" in the fifth position.

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL729-A**).
- In the Primary Failed Part Number field, enter **25-FL729-000**.
- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-0010A for 0.3 hours.
- The VMRS Component Code is **031-001-001** 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.
 - Include the approved amount on your claim in the Other Charges section.
 - 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.

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 DTNAConnect.com / WSC, 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.

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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: Sterling Bullet Denso Alternators

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 (DTNA), has decided that a defect that relates to motor vehicle safety exists on specific Sterling Bullet 4500/5500 vehicles manufactured October 19, 2007, through November 7, 2008, with Denso 200A Alternators.

Certain vehicle alternators may experience a premature thermal failure of a 35A silicon rubber diode inside the alternator, especially when operated in hot ambient conditions, and may develop a resistive short circuit. Electrical arcing of the alternator diode could lead to an increase risk of a vehicle fire.

Affected alternators will be replaced.

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 one 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) 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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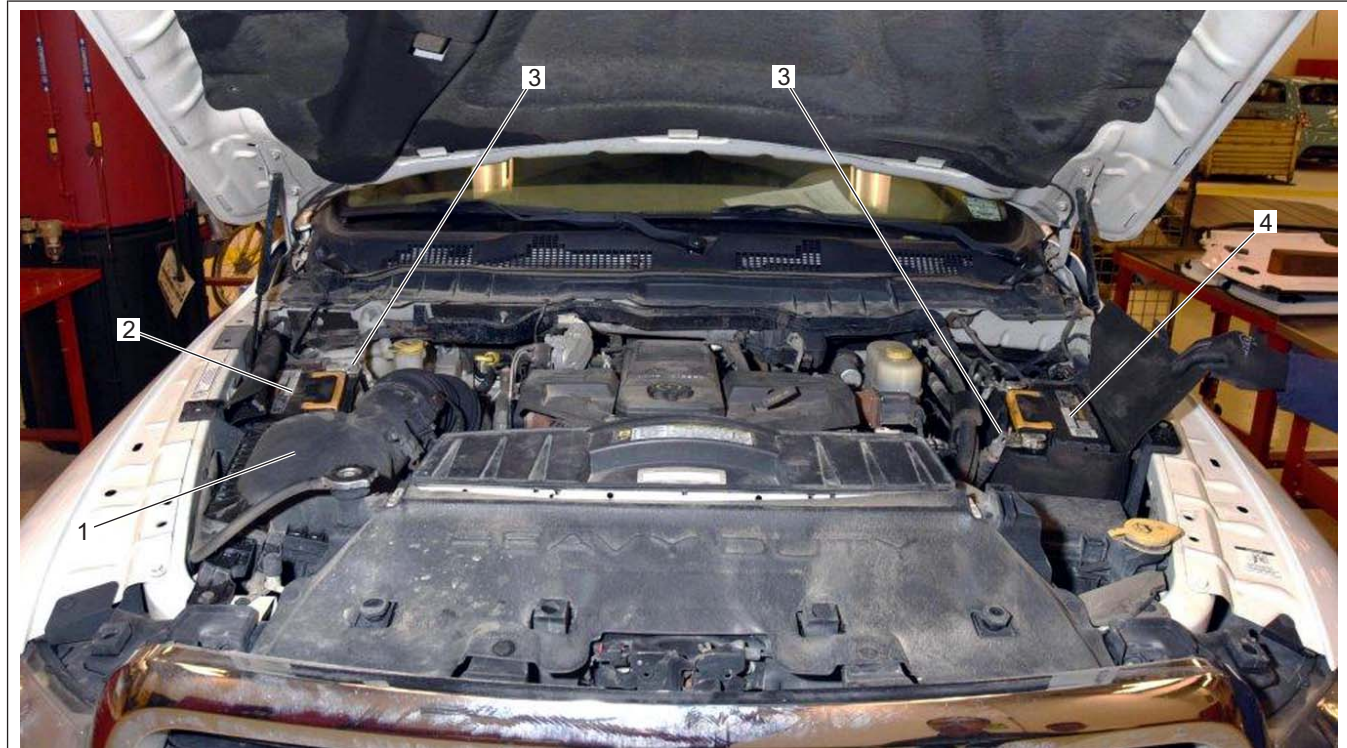
Work Instructions

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Models Affected: Specific Sterling Bullet 4500/5500 vehicles manufactured October 19, 2007, through November 7, 2008, with Denso 220A Alternators.

Alternator Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL729 (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 is present, no work is needed. If there is no sticker, proceed to the next step.
2. Park the vehicle, shut down the engine, and apply the parking brake. Chock the tires.
3. Open the hood.
4. Disconnect both negative battery cables. See [Fig. 1](#).
5. Disconnect the electrical connectors for the sensors on the air cleaner housing.
6. Remove and save the air cleaner housing and the air inlet tube.



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1. Air Cleaner Housing
2. Right Side Battery

3. Negative Battery Cables
4. Left Side Battery

Fig. 1, Battery and Negative Cable Locations

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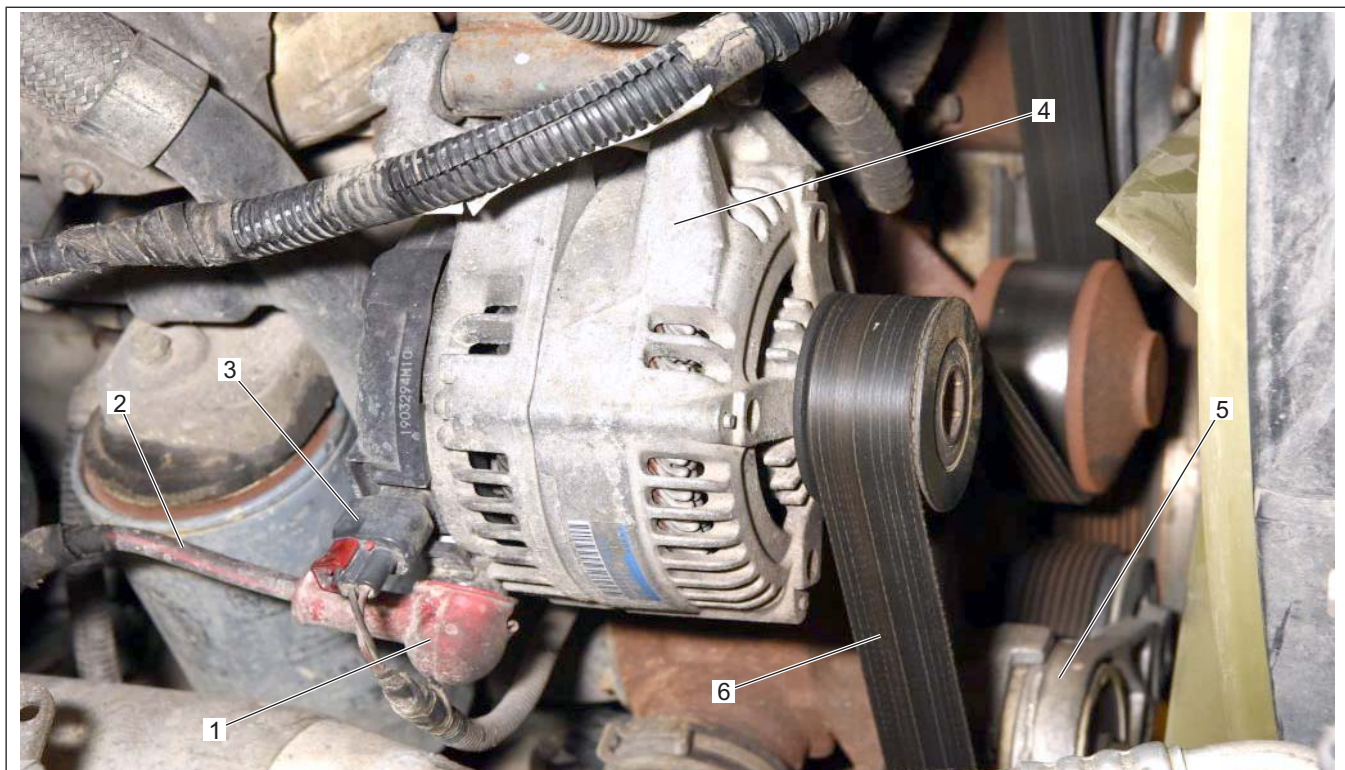
7. Inspect the part number on the alternator part tag:
 - If the part number on the part number tag is not MSL 04801313AD, or if the alternator has no label, replace the alternator assembly. Go to the **Alternator Replacement** procedure below.
 - If the part number on the part number tag is MSL 04801313AD, no further work is needed. Continue with the next step.
8. Install the air cleaner housing and the air inlet tube.
9. Connect the electrical connectors for the sensors on the air cleaner housing.
10. Connect both negative battery cables.
11. Close the hood.
12. Clean a spot on the base label (Form WAR259). Write the campaign number, FL729, on a blank red completion sticker (Form WAR260), to indicate the work has been completed, and attach it to the base label.

Alternator Replacement

NOTICE

Do not let the tensioner arm snap back to the free-arm position, severe damage may occur to the tensioner.

1. Carefully release the tension on the accessory drive belt. See [Fig. 2](#).



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- | | |
|--------------------------------|-----------------------------|
| 1. Plastic Insulator Cap | 4. Alternator |
| 2. Battery Positive (B+) Cable | 5. Accessory Belt Tensioner |
| 3. Field Wire Connector | 6. Accessory Drive Belt |

Fig. 2, Alternator Assembly

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2. Disconnect field wire connector from the alternator.
3. Unsnap plastic insulator cap from the battery positive (B+) output terminal.
4. Remove and save the battery positive (B+) cable retaining nut from the battery positive (B+) stud.
5. Disconnect the battery positive (B+) cable from the alternator assembly.
6. Remove and save the alternator retaining bolts.
7. Remove and discard the original alternator from the engine.
8. Install the new alternator into position on the engine.
9. Install the two alternator retaining bolts and tighten them to 35 lbf·ft (48 N·m).
10. Carefully install the battery positive (B+) terminal eyelet to alternator output stud.
11. Install the battery positive (B+) cable retaining nut. Tighten nut to 133 lbf·in (1500 N·cm).
12. Snap the plastic insulator cap onto the battery positive (B+) output terminal.
13. Connect the field wire connector into the alternator.

NOTICE

When installing the accessory drive belt, be sure the belt is routed correctly. The water pump may rotate in the wrong direction if the belt is installed incorrectly. This will cause the engine to overheat. Refer to the belt routing label located in the engine compartment for proper accessory drive belt routing. Also, never force an accessory drive belt over a pulley rim using a screwdriver. The synthetic fiber of the accessory drive belt could be damaged.

14. Carefully install the accessory drive belt. See [Fig. 3](#) for vehicles without A/C or [Fig. 4](#) for vehicles with A/C.

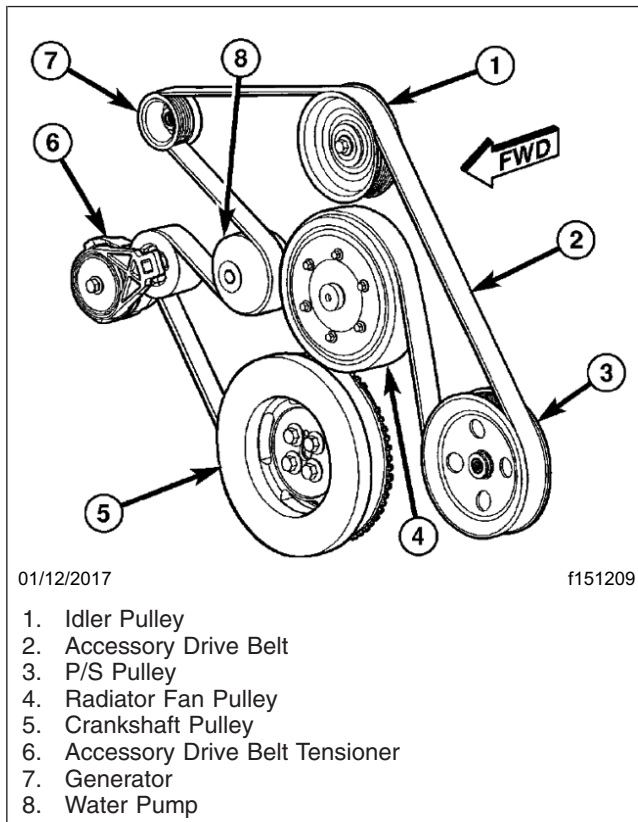


Fig. 3, Belt Routing-Diesel Engine Without A/C

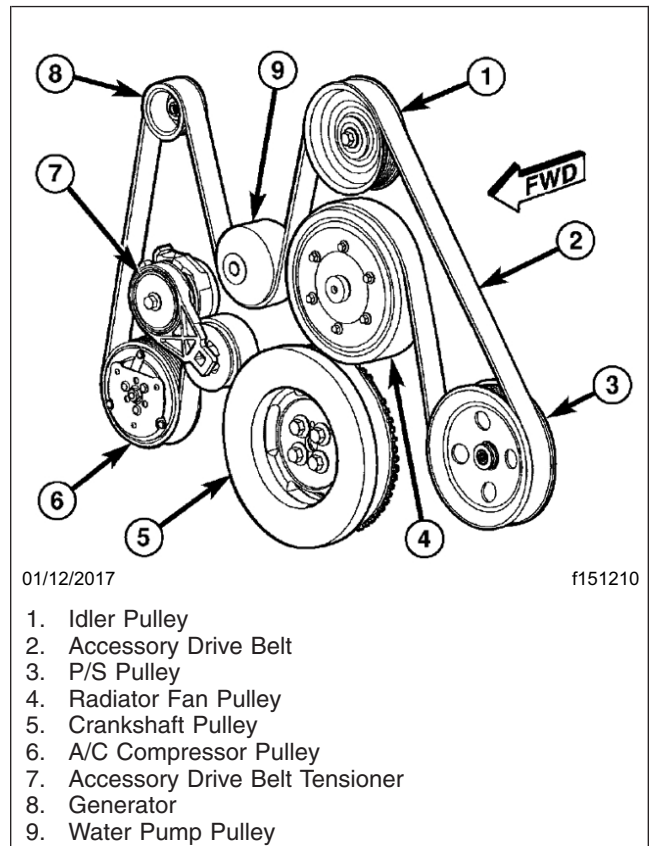


Fig. 4, Belt Routing-Diesel Engine With A/C

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15. Install the air cleaner housing and air inlet tube.
16. Connect sensor electrical connectors located on the air cleaner housing.
17. Install both negative battery cables.
18. Start the vehicle and bring the vehicle up to normal operating temperature.
19. Verify the charging voltage is within acceptable range on the voltage gauge in the instrument cluster.
20. Check for any diagnostic trouble codes (DTCs) related to the charging system and troubleshoot them as needed.
21. Clear all DTCs related to the charging system.
22. Clean a spot on the base label (Form WAR259). Write the campaign number, FL729, on a blank red completion sticker (Form WAR260), to indicate the work has been completed, and attach it to the base label.