

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

## **Subject: FCCC S2G LPG Chassis Airline Routing**

**Models Affected: Specific Freightliner Custom Chassis S2G chassis manufactured August 24, 2012, through April 10, 2017, and equipped with an LPG Chassis.**

### **General Information**

NOTE: FL739-A contains vehicles with a block heater. FL739-B contains vehicles without a block heater. Daimler Trucks North America LLC (DTNA), 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 756 vehicles involved in this campaign.

On certain vehicles an airline hose and heater cord may be improperly routed or secured near the engine exhaust, which could cause melting or shorting of the lines. Melting or shorting of the lines may increase the risk of a fire.

The airline hose and heater wire routing will be inspected and relocated if needed.

**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 FL739, 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.

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

**Table 1** - Replacement Parts for FL739AB

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
FL739AB (AIRLINE KIT)	25-FL739-000	TUBE-CNVLTHT RFLCTV1 (HEAT SLEEVE)	BEN 476045028	1 ea
		TIE STRAP (DOUBLE)	TYC DCT110HIR	3 ea
		TUBING NYLON 1/4 IN SILVER	48-25855-030	1 ea
		CONDUIT, CONV.NYLON	48-02217-025	1 ea
		TUBE NYL 1/4 IN BLK NON REINF	48-25855-010	1 ea
		COMPLETION STICKER	WAR260	1 ea
FL739A (HEATER CORD KIT)	25-FL739-001	TUBE-CNVLTHT RFLCTV1 (HEAT SLEEVE)	BEN 476045028	1 ea
		HARNES-BLACK HEATER,93IN	PSM 3610714	1 ea
		CLAMP-LOOP,EPDM on STEEL,0.75IN (P-Clip @ step)	UMP S464G12	1 ea
		WASHER-FLAT,STEEL,HARDENED,3/8 IN	23-09114-002	1 ea
		TIE STRAP-14 3/4" X .19" ,BLACK,NYLON	23-09796-509	2 ea
		WASHER-FLAT,STAINLESS STL,1/4,.625 OD	23-10900-025	3 ea
		NUT SELF LOCK	23-11600-100	3 ea
		SCREW, MACH, PHIT	23-11613-706	3 ea
		SCREW-CAP,HEX,3/8-16,G	23-11747-075	1 ea
		STRAP-TIE,STAINLESS,ST	23-13241-000	5 ea
		CLIP-EDGE 3-6MM CA TIE PRL-	23-13477-200	2 ea
		CLAMP-CUSH,SIL,1.00ID (P-Clip @ Engine)	23-13824-016	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.

**Labor Allowance**

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL739AB	INSPECT ROUTING FOR AIRLINE(S), AND HEATER CORD IF EQUIPPED	0.4	996-R025A	06-Inspect
	INSPECT AIRLINE(S), AND HEATER CORD IF EQUIPPED; REROUTE/REPLACE AIRLINE(S) ONLY	1.6	996-R025B	12-Repair Recall/Campaign
FL739A	INSPECT AIRLINE(S) AND HEATER CORD; REROUTE/REPLACE HEATER CORD ONLY	0.8	996-R025C	
	INSPECT AIRLINE(S) AND HEATER CORD; REROUTE/REPLACE AIRLINE(S) AND HEATER CORD	1.9	996-R025D	

**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.

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

## 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:

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

- Claim type is **Recall Campaign**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL739-A or FL739-B**).
- In the Primary Failed Part Number field, enter **25-FL739-000**.
- 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 **013-007-019** 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 via Web inquiry at DTNACconnect.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.

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.

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

## Copy of Notice to Owners

### Subject: FCCC S2G LPG Chassis Airline Routing

**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), 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 S2G chassis manufactured August 24, 2012, through April 10, 2017, and equipped with an LPG engine.

On certain vehicles an airline hose and heater wire may be improperly routed or secured near the engine exhaust, which could cause melting or shorting of the lines. Melting or shorting of the lines may increase the risk of a fire.

The airline hose and heater wire routing will be inspected and relocated if needed.

This is the second of two notices mailed regarding the subject of campaign FL739. 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](http://www.Daimler-TrucksNorthAmerica.com) / Contact Us / Find a Dealer. The Recall will take approximately one to two 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](mailto: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](mailto: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

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

## **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.

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

## Work Instructions

### Subject: FCCC S2G LPG Chassis Airline Routing

**Models Affected: Specific Freightliner Custom Chassis S2G chassis manufactured August 24, 2012, through April 10, 2017, and equipped with an LPG engine.**

### General Information

NOTE: FL739-A contains vehicles with a block heater. FL739-B contains vehicles without a block heater.

The airline hose and/or block heater cord may be routed in such a way that they touch or are in close proximity to exhaust components. Follow the directions below to determine if the airline hose and/or block heater cord require rerouting or replacement.

### Routing Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL739 (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.
2. Inspect the routing of the airline hose and, if so equipped, the block heater cord.
  - 2.1 For the airline hose use the following figures starting on page 7:  
[Fig. 1](#), [Fig. 2](#), [Fig. 3](#), [Fig. 4](#), [Fig. 5](#), [Fig. 6](#), and [Fig. 7](#)
  - 2.2 For the block heater cord, use the following figures starting on page 12:  
[Fig. 8](#), [Fig. 9](#), [Fig. 10](#), [Fig. 11](#), and [Fig. 12](#)

If the airline hose and/or block heater cord are properly routed, no further work is needed. Clean a spot on the base label (Form WAR259). Write the recall number, FL739, on a red completion sticker (Form WAR260), and attach it to the base label.

If the airline hose and/or block heater cord are not properly routed and are too close to or touching exhaust components, or if damage was found, go to the Routing and Replacement Procedure.

### Routing and Replacement Procedure

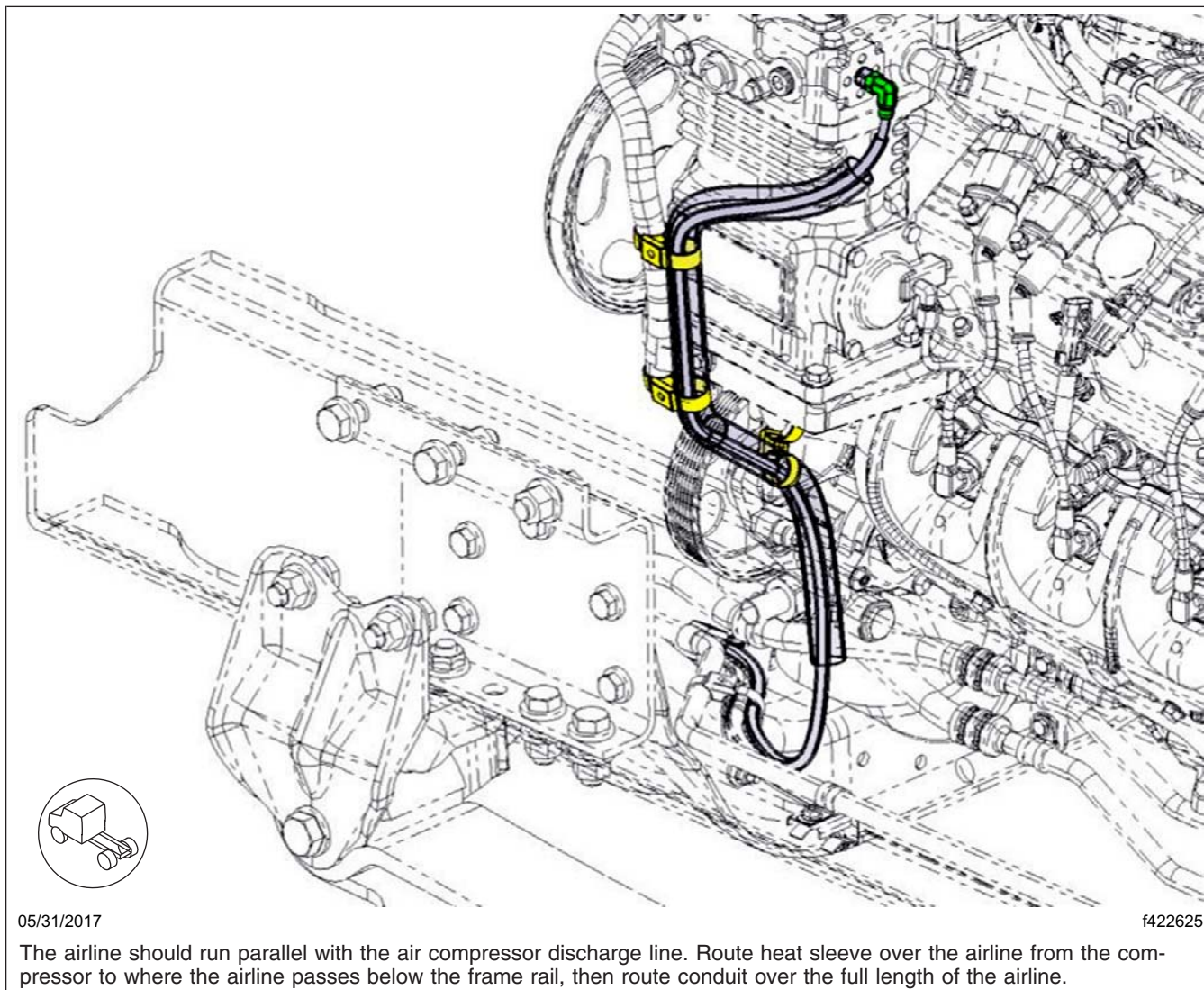
1. If damage was found, replace the airline hose and, if so equipped, the block heater cord as needed.

If damage was not found, reroute the airline hose and, if so equipped, the block heater cord, ensuring proper clearance from exhaust components.

  - 1.1 To correctly route and secure the airline hose, use the following figures starting on page 7:  
[Fig. 1](#), [Fig. 2](#), [Fig. 3](#), [Fig. 4](#), [Fig. 5](#), [Fig. 6](#), and [Fig. 7](#)
  - 1.2 To correctly route and secure the block heater cord, use the following figures starting on page 12:  
[Fig. 8](#), [Fig. 9](#), [Fig. 10](#), [Fig. 11](#), and [Fig. 12](#)
2. Clean a spot on the base label (Form WAR259). Write the recall number, FL739, on a completion sticker (Form WAR260), and attach it to the base label.

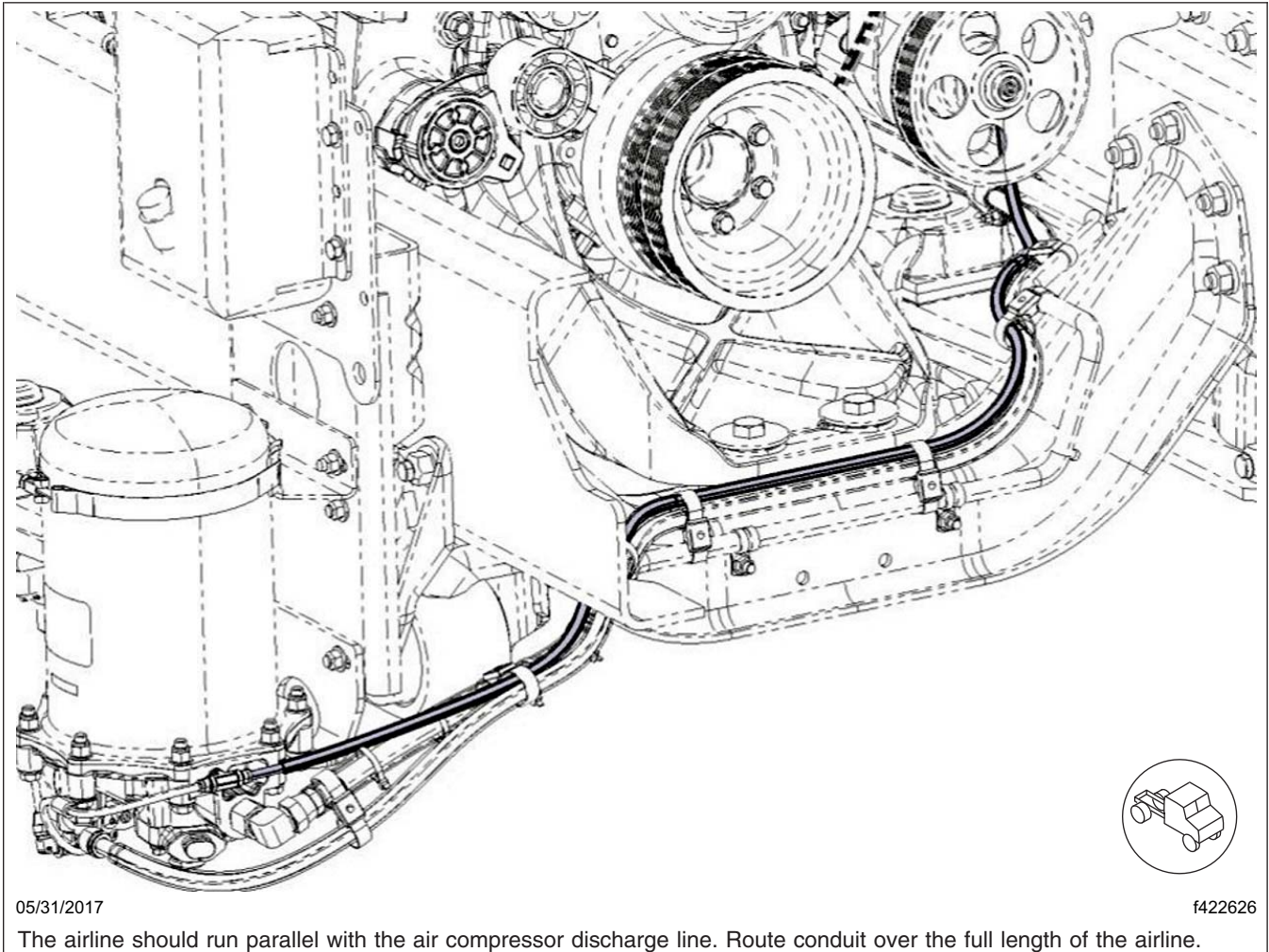
November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

## AIRLINE HOSE ROUTING FIGURES:



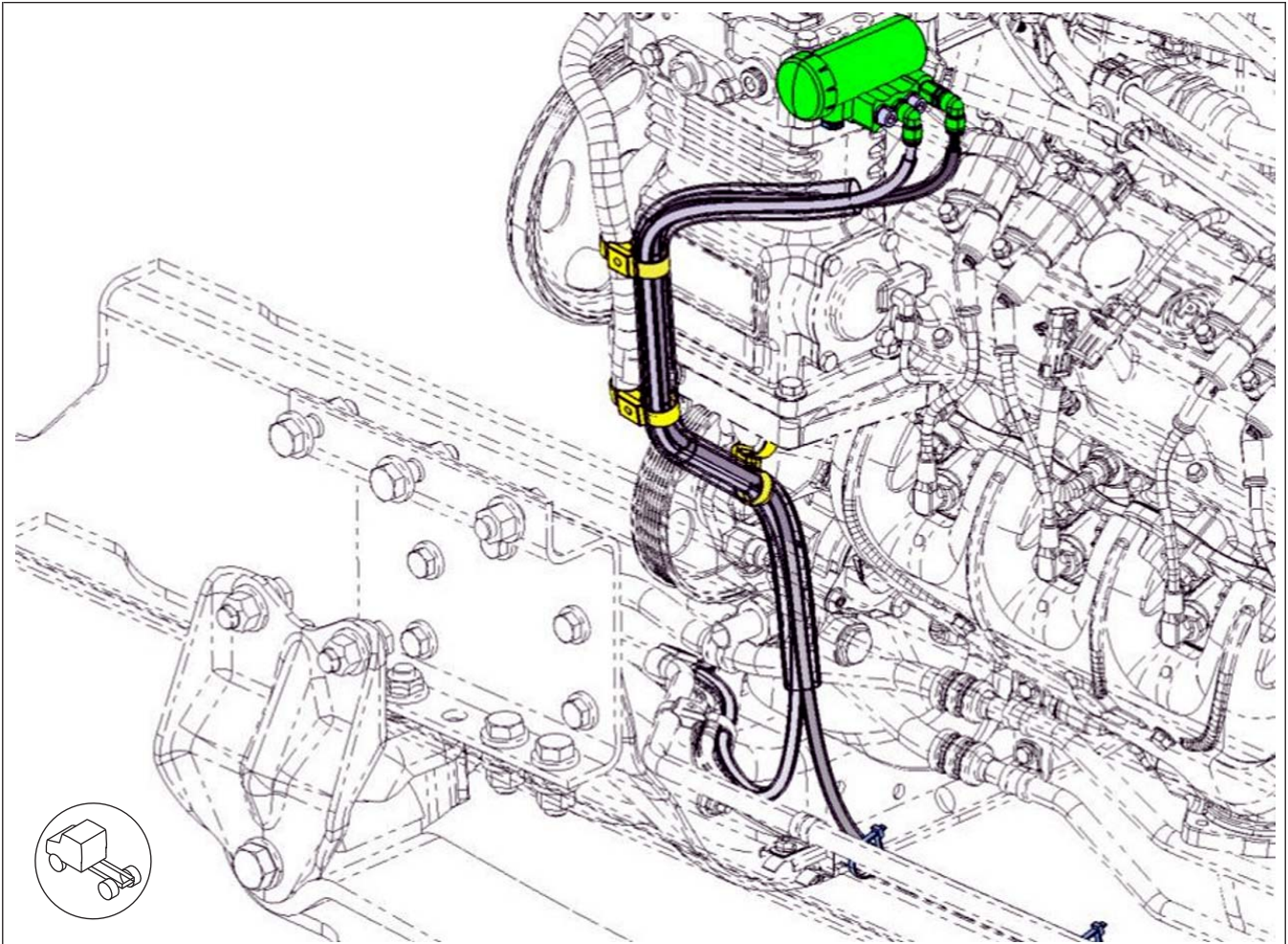
**Fig. 1, Airline Routing, Air Governor to Air Dryer (driver-side view)**

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE



**Fig. 2, Airline Routing, Air Governor to Air Dryer (front-engine view)**

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE



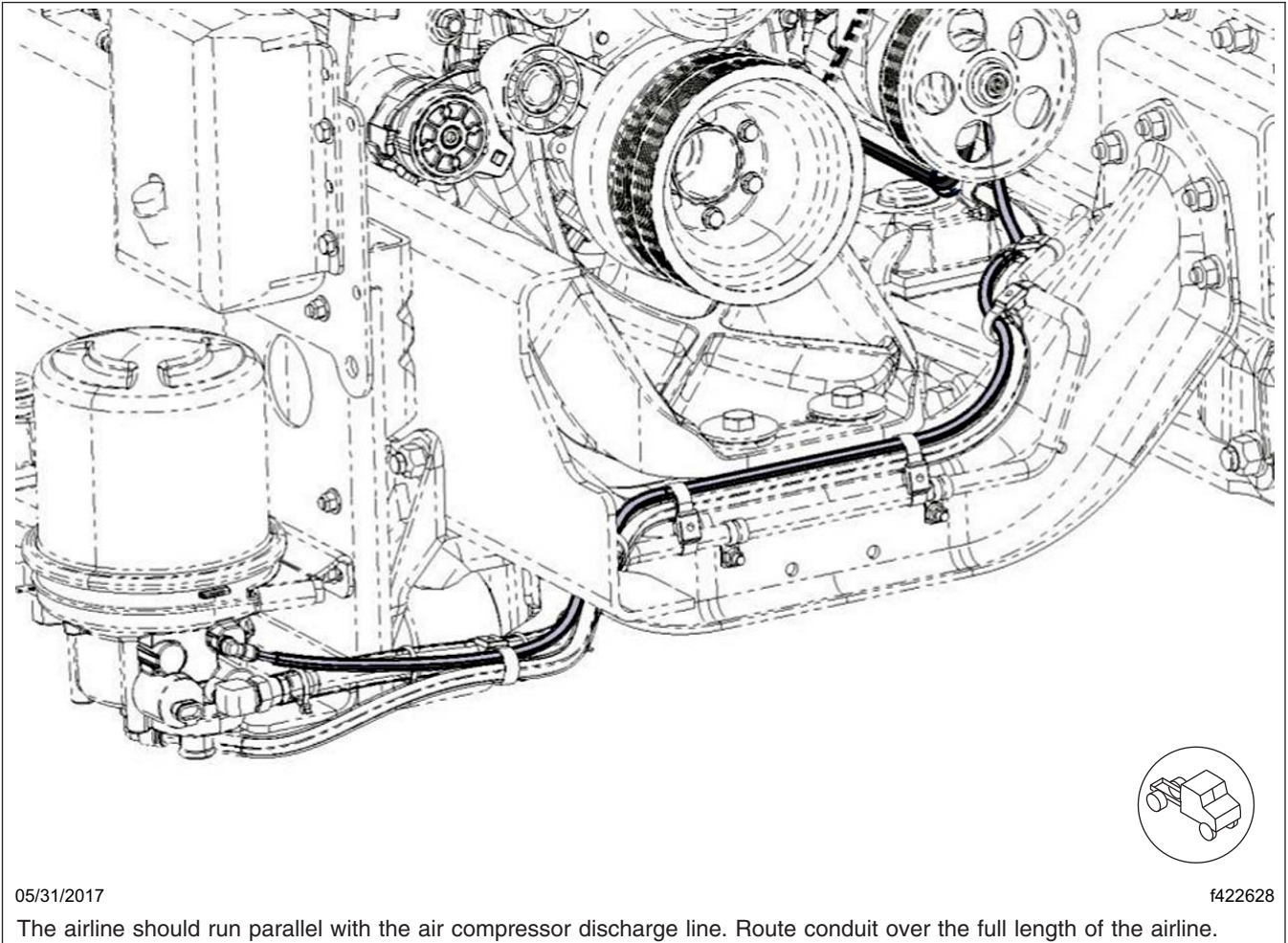
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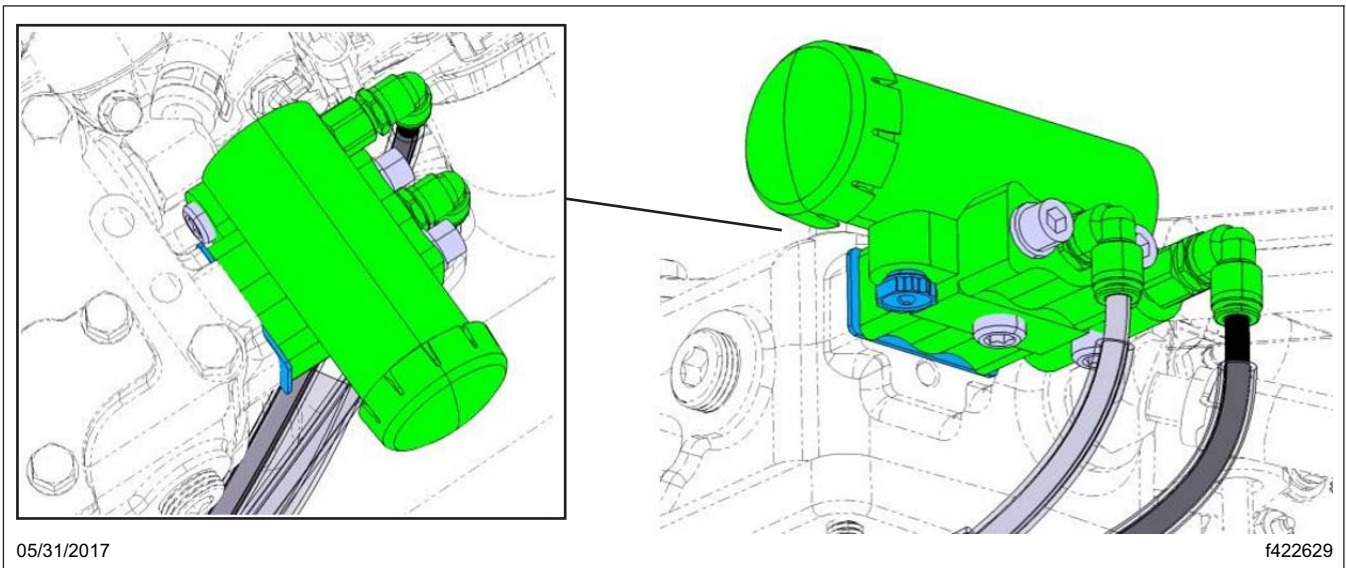
The airline should run parallel with the air compressor discharge line. Route heat sleeve over the airline from the compressor to where the airline passes below the frame rail, then route conduit over the full length of the airline. A line to the air tank is not used when the air dryer is mounted to the governor.

**Fig. 3, Airline Routing, Air Governor to Air Tank (driver-side view)**

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

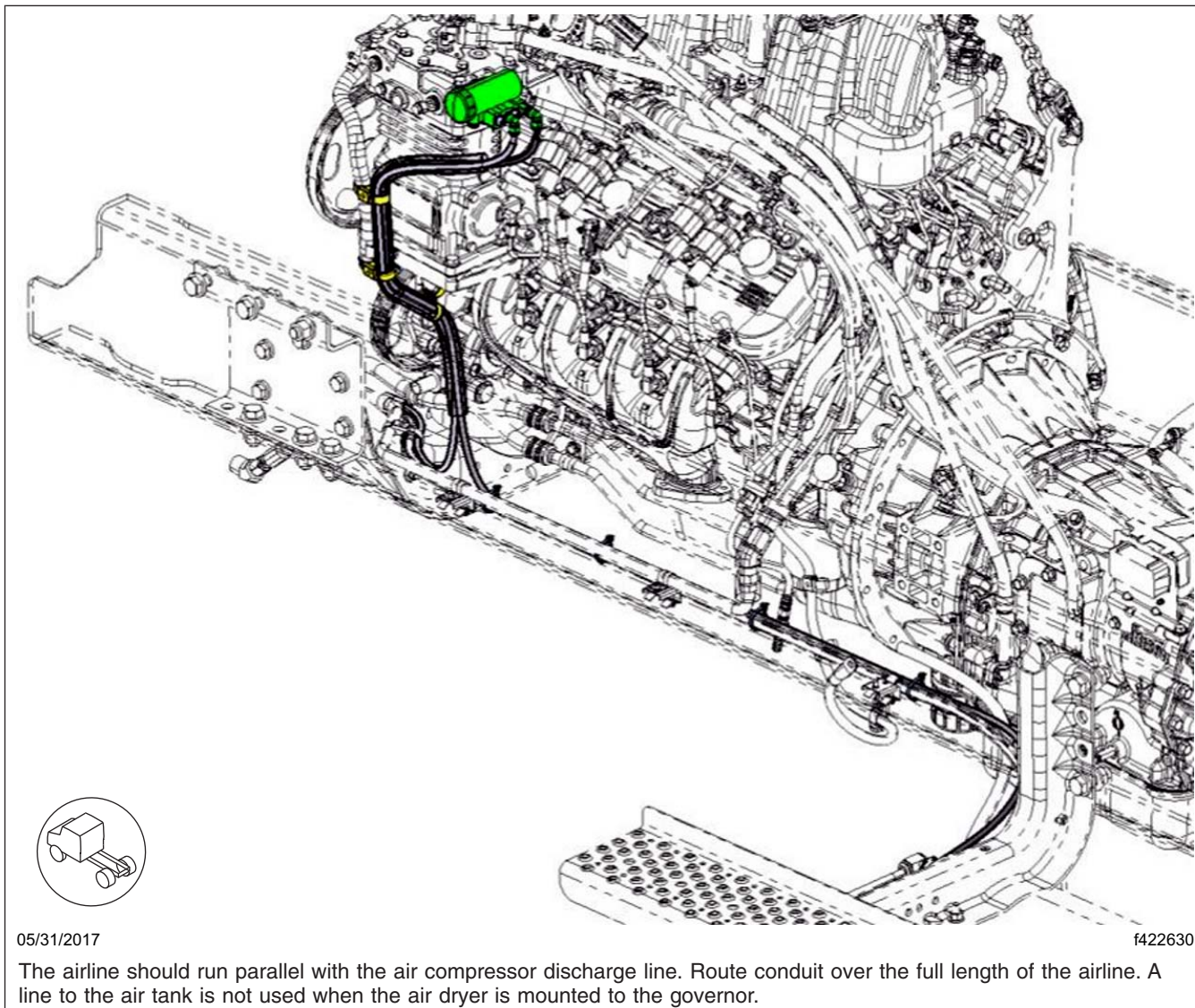


**Fig. 4, Airline Routing, Air Governor to Air Dryer (front-engine view)**



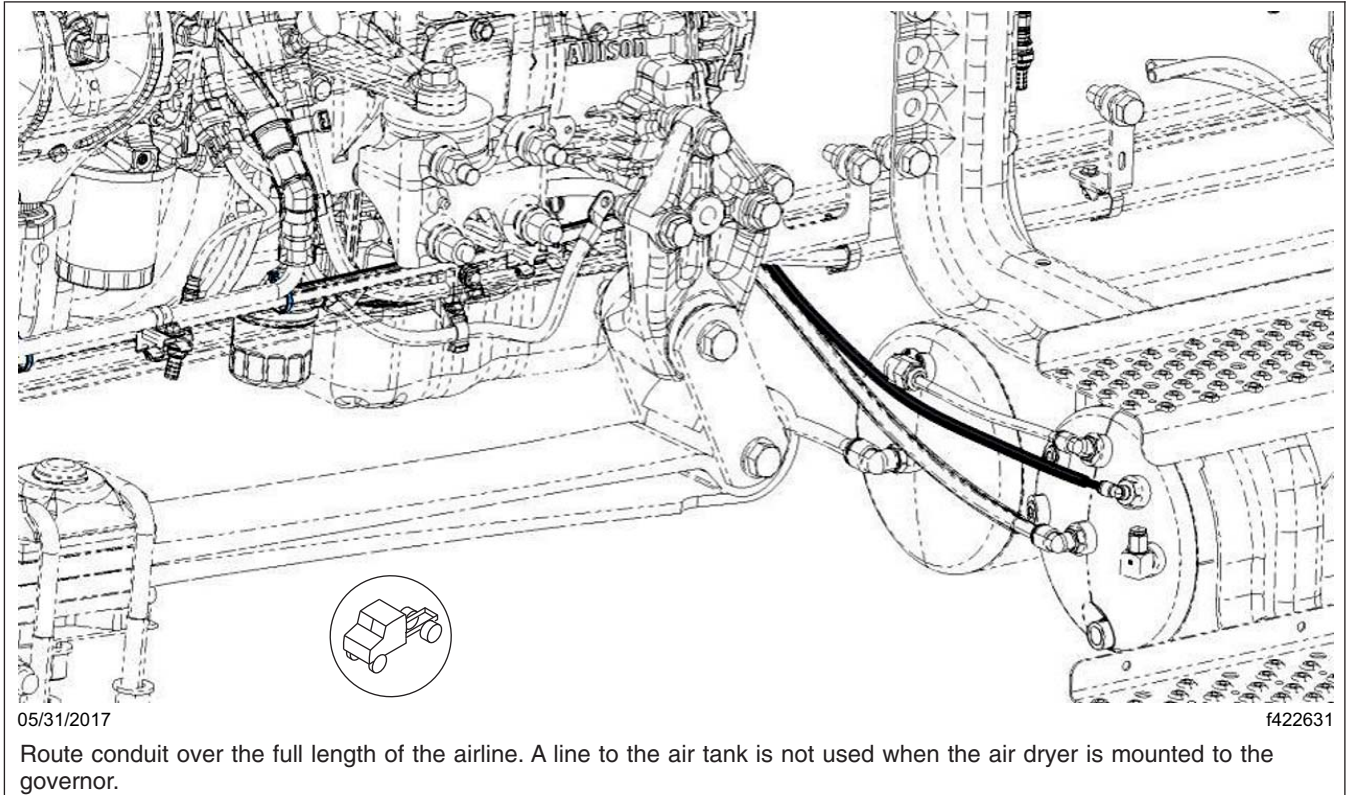
**Fig. 5, Airline Routing, Air Governor Connections**

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE



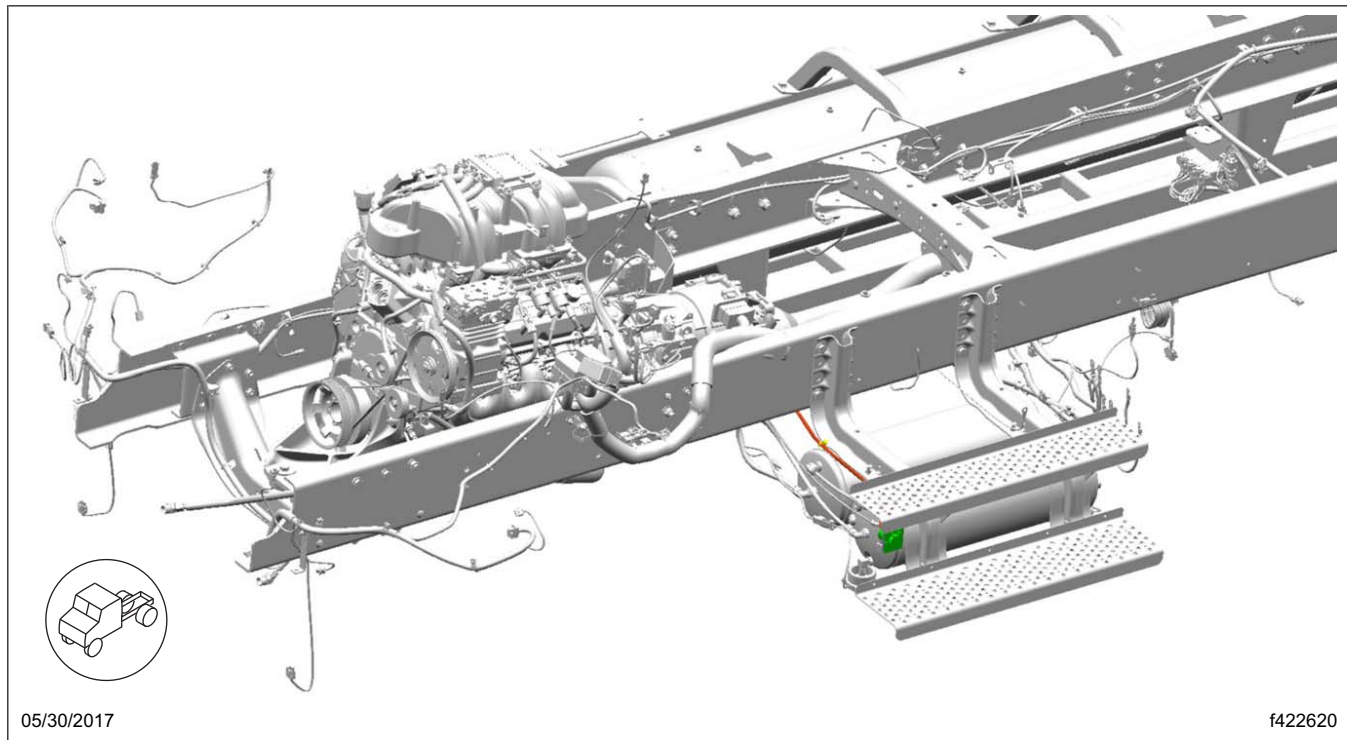
**Fig. 6, Airline Routing, Air Governor to Air Tank (driver-side view)**

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE



**Fig. 7, Airline Routing, Air Governor to Air Tank (air tank view)**

**BLOCK HEATER CORD ROUTING FIGURES:**



**Fig. 8, Engine Block Heater Cord (full-chassis view)**

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

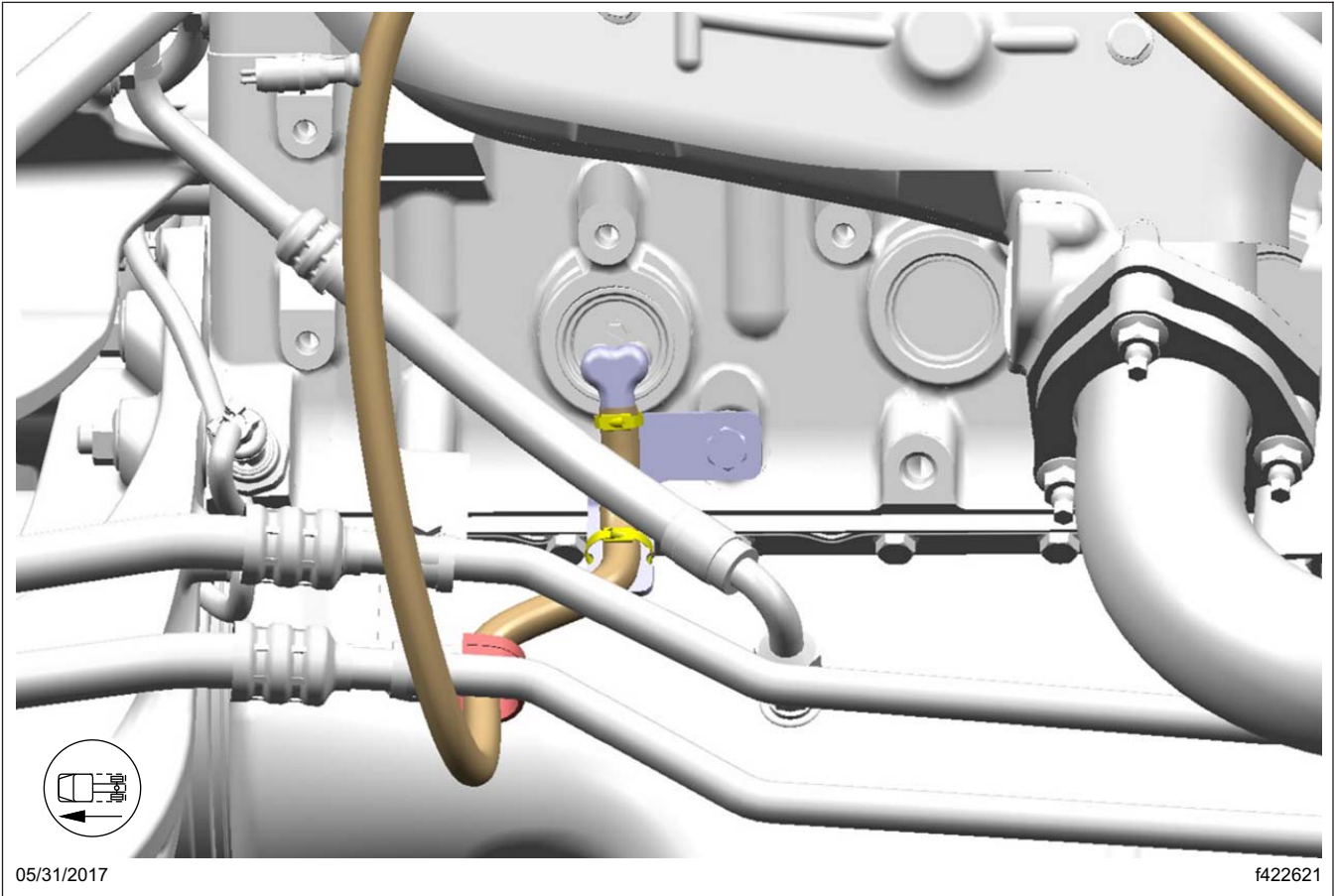
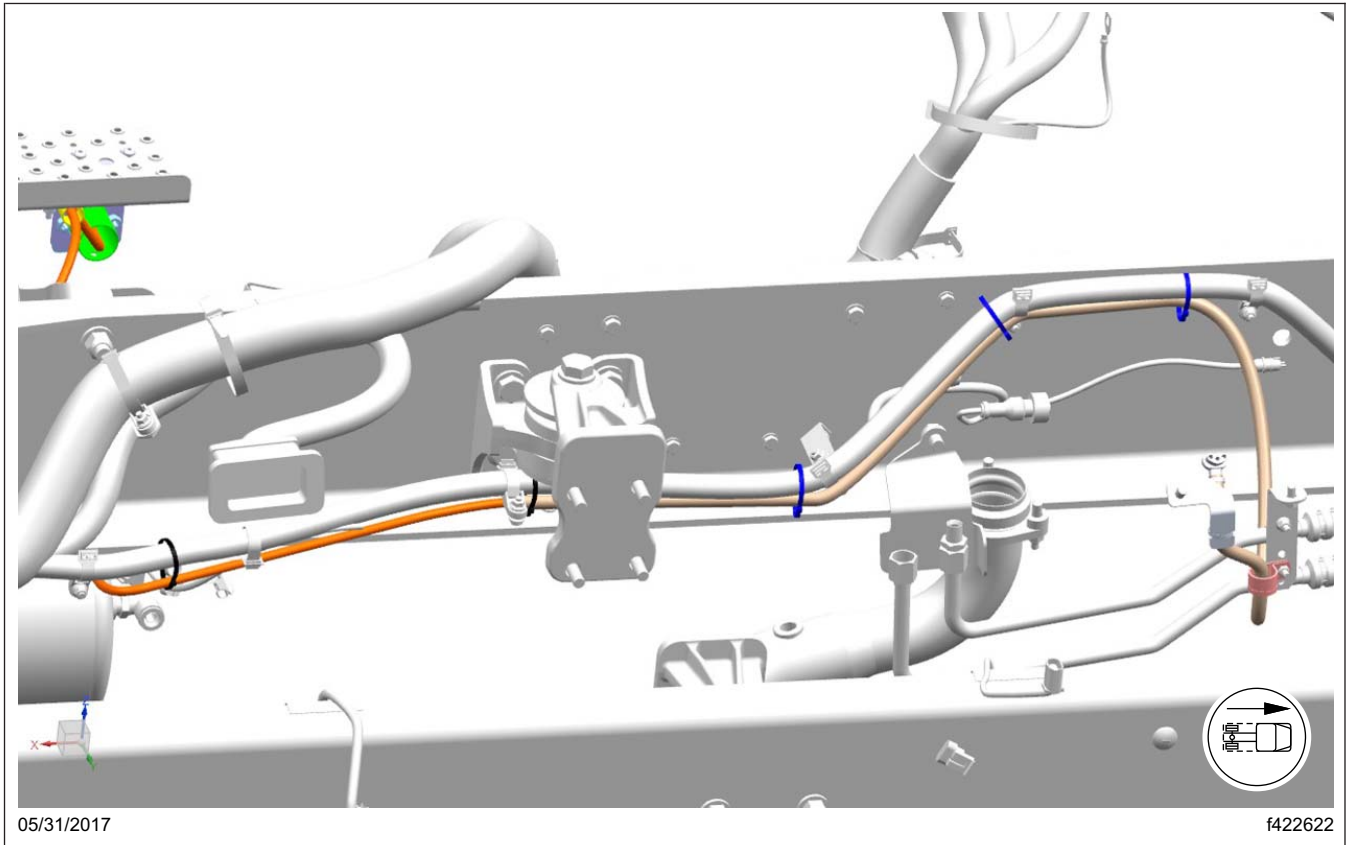


Fig. 9, Engine Block Heater Cord (driver-side view)

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE



**Fig. 10, Engine Block Heater Cord (passenger-side view)**

November 2017  
FL739AB  
NHTSA #17V-338  
Transport Canada #17-273  
REVISED NOTICE

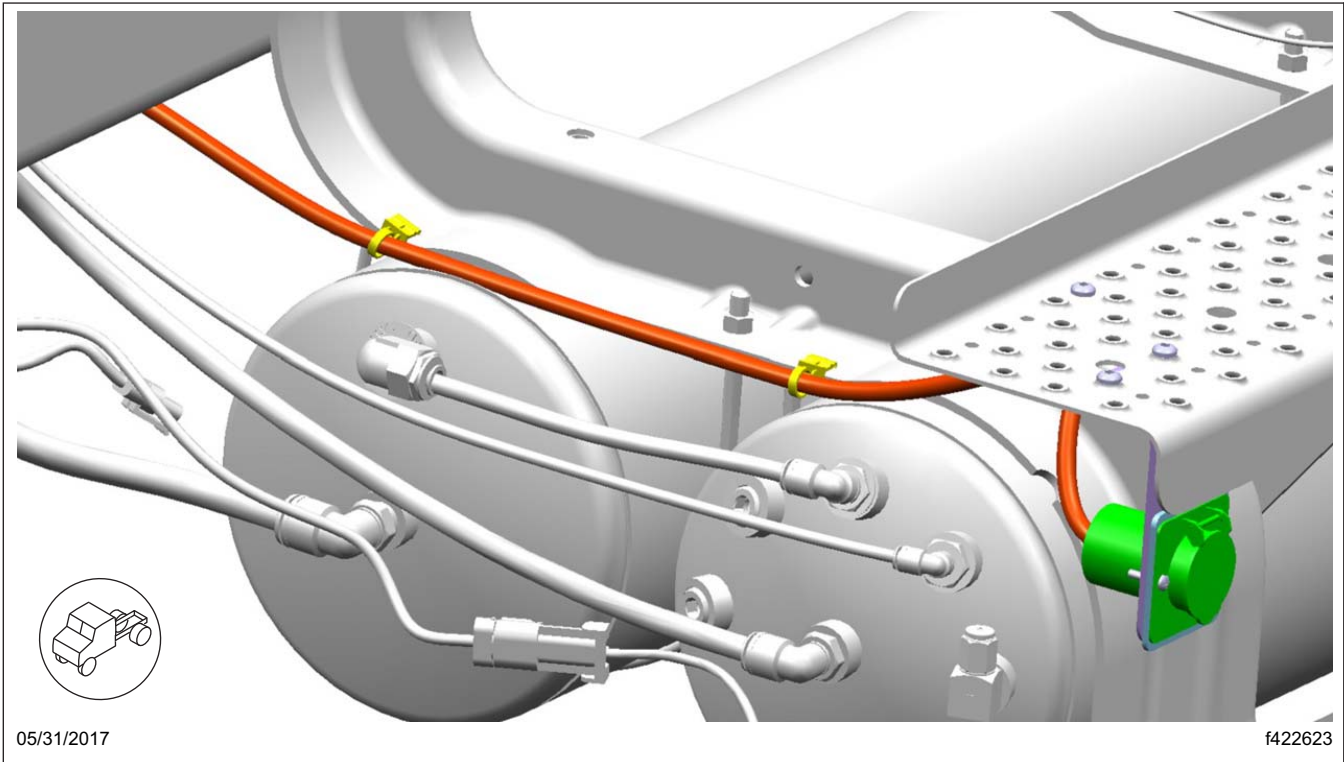


Fig. 11, Engine Block Heater Cord (going to step)

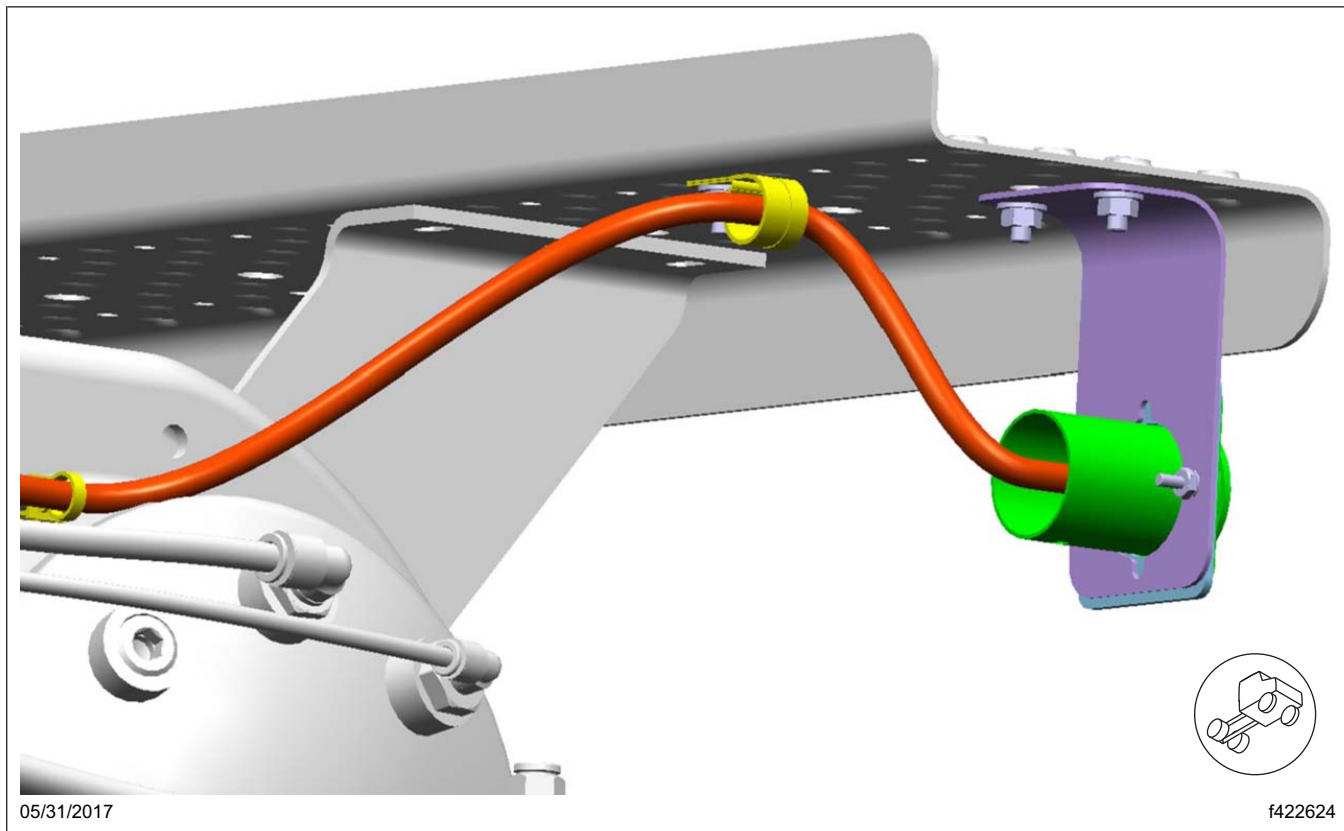


Fig. 12, Engine Block Heater Cord (underneath step)