

November 2017  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460

**Subject: Western Star Battery Cable Routing**

**Models Affected: Specific Western Star 4700 model vehicles manufactured December 17, 2012, through July 14, 2017, with all wheel drive front axles.**

**General Information**

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 46 vehicles involved in this campaign.

On certain vehicles, articulation of the All Wheel Drive (AWD) axle yoke may create an interference between the AWD yoke and the battery cable routing. An interference between the battery cables and the yoke may cause shorting of the lines and a possible fire.

Battery cables will be inspected and repaired if needed.

**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 and parts listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL746, 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 FL746

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Vehicle
FL746A	25-FL746-000	BRACKET-STANDOFF	A23-13590-033	1 ea
		NUT-HEX FLG M8 X 1.25	DDE N000000003175	2 ea
		CLAMP 0000 BATT CA	23-13454-001	1 ea
		CLAMP 00 BATT CA	23-13454-000	1 ea
		Completion Sticker	WAR260	1 ea
	N/A	CA-BAT,NEG,4/0,86 INCH	A06-37518-086	1 ea
		CABLE-ALT,NEG,4 GA	A66-09261-088	1 ea

**Table 1**

November 2017  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460

## 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
FL746A	Inspect Battery Cable/Replace Bracket	0.4	996-R003A	12- Repair Recall/Campaign
	Inspect/Replace Battery Cable and Bracket	1.9	996-R003B	

**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:

- Claim type is **Recall Campaign**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL746A**).
- In the Primary Failed Part Number field, enter **25-FL746-000**.
- In the Parts field, enter the appropriate kit and part numbers as shown in the Replacement Parts Table. Cable replacement is "optional/as needed".
- 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 **032-001-002** 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 DTNAConnect.com / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours,

**November 2017  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460**

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  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460

## **Copy of Notice to Owners**

### **Subject: Western Star Battery Cable 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, Western Star Truck Sales, has decided that a defect that relates to motor vehicle safety exists on specific Western Star 4700 model vehicles manufactured December 17, 2012, through July 14, 2017, with all wheel drive front axles.

On certain vehicles, articulation of the All Wheel Drive (AWD) axle yoke may create an interference between the AWD yoke and the battery cable routing. An interference between the battery cables and the yoke may cause shorting of the lines and a possible fire.

Battery cables will be inspected and repaired if needed.

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). On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately two hours 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  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460

## **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  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460

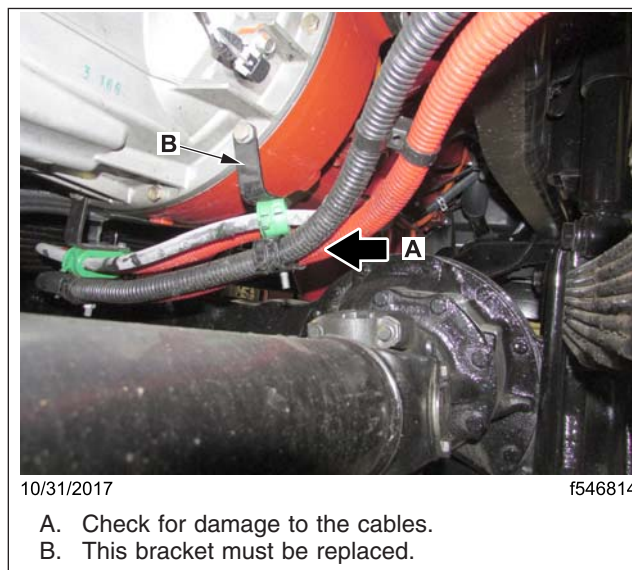
## Work Instructions

### Subject: Western Star Battery Cable Routing

**Models Affected:** Specific Western Star 4700 model vehicles manufactured December 17, 2012, through July 14, 2017, with all wheel drive front axles.

### Battery Cable Inspection/Bracket Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL746 (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 for FL746, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle, shut down the engine, apply the parking brakes, and chock the tires.
3. Inspect the battery cables near the driveline for signs of damage. See [Fig. 1](#).



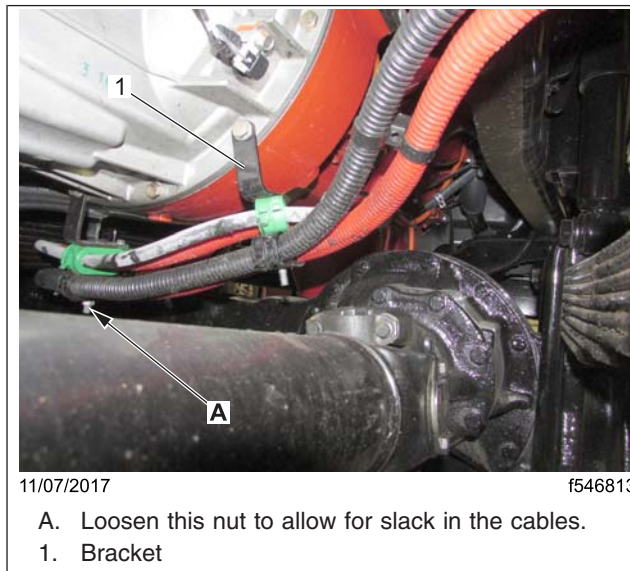
**Fig. 1, Battery Cables Near the Driveline**

4. If the battery cables are not damaged, Continue with step 5.  
If the battery cables are damaged (not just the convolute tubing), the battery cables must be replaced. Go to **Battery Cable and Bracket Replacement** on page 8.
5. Loosen the nut on the battery cable clamps to the left of the driveline. This will allow for any needed slack when positioning the cables on the new bracket.

November 2017  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460

NOTE: The bracket fastener must be removed before the clamps will slide completely free of the old bracket. See **Fig. 2**.

6. Remove the bracket above the driveline, and replace it with the new bracket supplied in the kit. Mount the cables on the new bracket, as shown in Fig. 5, with the two clamp groups side-by-side. In this installation, the battery cables are to the rear, and the alternator cables are forward. Continue to step 11, on page 9.



**Fig. 2, Loosening the Nut on the Bracket**

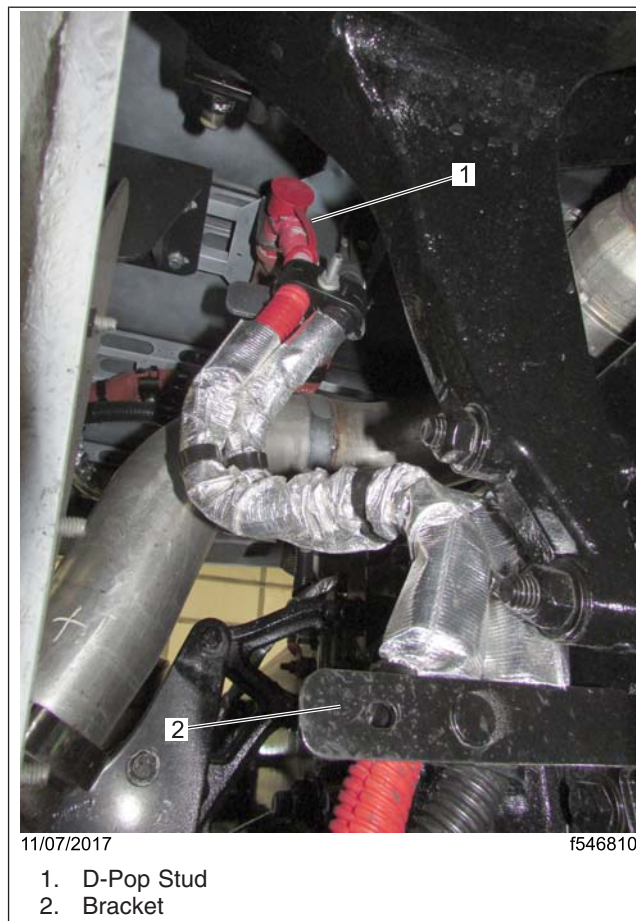
November 2017  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460

## Battery Cable and Bracket Replacement

1. Disconnect the negative battery cables in the in-cab battery box under the passenger seat.

NOTE: The bracket just below the d-pop stud can be bent forward to allow the cable clamp to be removed. See [Fig. 3](#).

2. Remove the negative and positive cables as a set from the starter to the d-pop stud on the passenger side frame rail. This will allow the positioning of all of the clamps and cable ties before installing the new cables.



**Fig. 3, Bracket Below the D-Pop Stud**

3. Once the cables have been removed from the vehicle, replace the damaged cable. Take care to place the cable clamps in the same locations on the new cable as they were on the old. See [Fig. 4](#). If both the positive and negative cables are damaged, replace both cables.

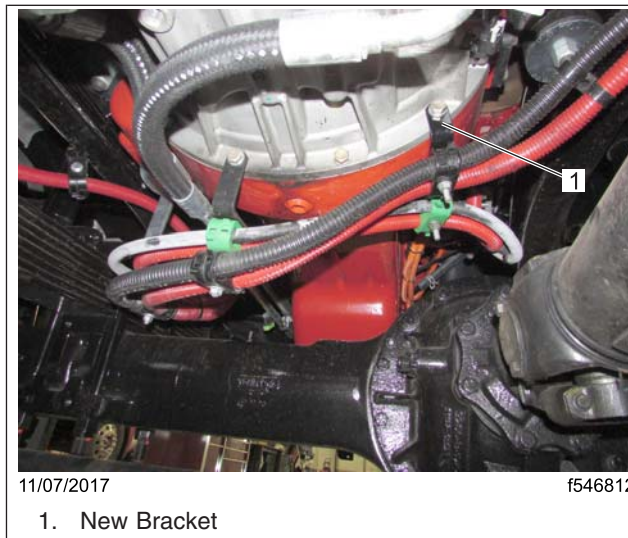
November 2017  
FL746A  
NHTSA #17V-588  
Transport Canada #2017-460



**Fig. 4, Positive and Negative Battery Cables Removed**

**IMPORTANT:** In rare cases, the alternator cable may be mounted below the battery cables on the mounting bracket above the driveline. In these cases, inspect the alternator cable as it may have sustained damage instead of the battery cables.

4. Remove the bracket above the driveline and install the new bracket supplied in the kit.
5. Install the battery cables starting at the d-pop stud, and running along the same route as the original installation. Mount the cables on the new bracket, as shown in [Fig. 5](#), with the two clamp groups side-by-side. In this installation, the battery cables are to the rear, and the alternator cables are forward.



**Fig. 5, New Battery Cable Installation**

6. Install any cable ties removed during the procedure.
7. Check along the length of the cables for any signs of rubbing, and adjust as needed.
8. Torque the cable at the starter 18.1 to 10.3 lbf·ft (24.5 to 27.5 N·m).
9. Torque the pass through nut on the d-pop 5 to 7 lbf·ft (6.75 to 9.49 N·m).
10. Apply grease to the d-pop stud, and red enamel to the starter studs.
11. Connect the battery cables at the batteries in the in-cab battery box.
12. Clean a spot on the base label (Form WAR259). Write the recall number, FL746, on a completion sticker (Form WAR260), and attach it to the base label to indicate this campaign has been completed.