

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
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**December 2016**  
**Recall FL727A**  
**NHTSA #16V-809**

## **IMPORTANT SAFETY RECALL** **See enclosed VIN List**

### **Subject: FCCC Motorhome Power Steering Hose Routing**

This notice is sent to you in accordance with the requirements of the National Traffic and 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 that relates to motor vehicle safety exists on specific Freightliner Custom Chassis XBR, SCL, SCM, and XCR chassis equipped with Cummins ISL engines, and manufactured January 1, 2016, through October 13, 2016.

On certain motorhome chassis, the high pressure power steering hose may be routed with inadequate clearance between the hose and a power stud on the starter motor. This may cause the hose to chafe against the power stud on the starter, potentially leading to arcing and, in addition, may cause loss of fluid, short circuit, and melting. Electrical arcing in the presence of leaking power steering fluid can increase the risk of a fire.

The high pressure power steering hoses will be rerouted to provide adequate clearance from the starter stud.

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 half 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 in the postage-paid envelope 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 ten 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.

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) FTL-HELP after normal business hours. 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, 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>.

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 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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## Subject: FCCC Motorhome Power Steering Hose Routing

**Models Affected: Specific Freightliner Custom Chassis XBR, XCL, XCM, and XCR chassis equipped with Cummins ISL engines, and manufactured January 1, 2016, through October 13, 2016.**

### 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 1,827 vehicles involved in this campaign.

On certain motorhome chassis, the high pressure power steering hose may be routed with inadequate clearance between the hose and a power stud on the starter motor. This may cause the hose to chafe against the power stud on the starter, potentially leading to arcing and, in addition, may cause loss of fluid, short circuit, and melting. Electrical arcing in the presence of leaking power steering fluid can increase the risk of a fire.

The high pressure power steering hoses will be rerouted to provide adequate clearance from the starter stud.

### 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 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 FL727, 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.

**NOTE:** Replacement of power steering hoses is per serial, please refer to PartsPro module 535/Steering Plumbing for part numbers

**Table 1** - Replacement Parts for FL727

Campaign Number	Part Description	Part Number	Qty.
FL727A	RAIL CLIP	681 997 08 90	1 ea
	P_CLIP	23-11357-012	1 ea
	BOLT	23-10742-100	1 ea
	WASHER	23-10900-025	1 ea
	NUT	23-13861-104	1 ea
	POWER STEERING HOSE	Per PartsPro/Module 535	1 ea

**Table 1**

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## 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	Damage Code
FL727A	Inspect power steering hose	0.5	996-0996A	06 - Inspect
	Inspect and install P-clip	0.7	996-0996B	12 - Repair Recall/Campaign
	Inspect and replace power steering hose, install P-clip (1% of vehicles are expected to need the hose replaced.)	5.3	996-0996C	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:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**FL727A**).
- In the Primary Failed Part Number field, enter **25-FL727-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table or PartsPro if replacement of the power steering hose is required.
- In the Labor section, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-0010A for 0.4.
- 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 for this recall.)
  - 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.

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**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](http://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 Motorhome Power Steering Hose 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, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Custom Chassis XBR, XCL, XCM, and XCR chassis equipped with Cummins ISL engines, and manufactured January 1, 2016, through October 13, 2016.

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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.

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WARRANTY CAMPAIGNS DEPARTMENT

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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
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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 Motorhome Power Steering Hose Routing

**Models Affected: Specific Freightliner Custom Chassis XBR, XCL, XCM, and XCR chassis equipped with Cummins ISL engines, and manufactured January 1, 2016, through October 13, 2016.**

### Power Steering Hose Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL727 (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.**

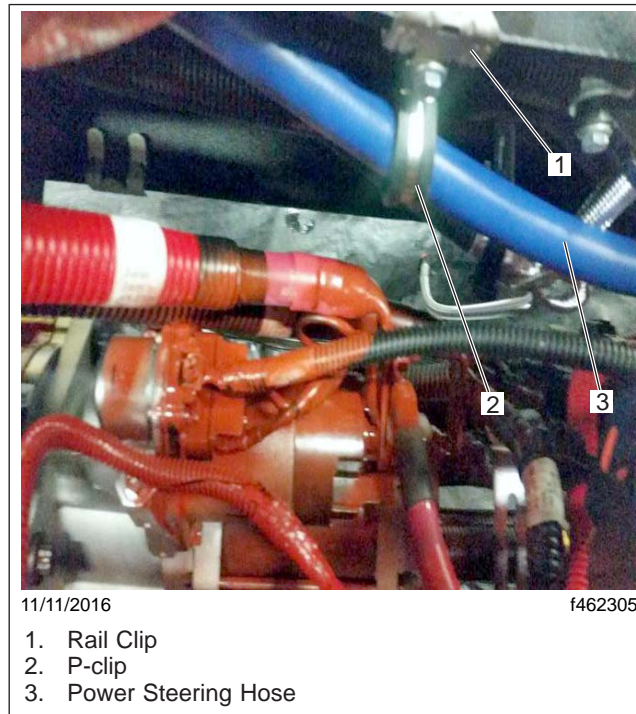
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake.
3. Using jacks, raise the vehicle.
4. Place jack stands under the frame rails to ensure the vehicle can not drop.
5. Disconnect the battery cables, or if so equipped, turn the battery disconnect switch to the OFF position.
6. Locate the power steering hose (between the pump and the front of the vehicle) then follow the routing to the starter stud area.
  - 6.1 If the power steering hose is held with a P-clip near the starter stud, no work is needed. See [Fig. 1](#). Clean a spot on the base label (Form WAR259). Write the recall number, FL727, on a completion sticker (Form WAR260), and attach it to the base label.
  - 6.2 If the power steering hose is not held with a P-clip near the starter stud and shows no signs of chaffing, cuts, or holes, go to the *Power Steering Hose Orientation* procedure below.
  - 6.3 If the power steering hose is not held with a P-clip near the starter stud and shows signs of chaffing, cuts, or holes, go to the *Power Steering Hose Replacement* procedure on page 7.

### Power Steering Hose Orientation

1. Install a rail clip on the top flange of the frame rail, just above the starter.
2. Using a P-clip, bolt, nut, and washer, secure the power steering hose on the rail clip. See [Fig. 1](#). Tighten the nut 72 lbf-in (813 N-cm).
3. For additional security, install tie bands around the hose to the harness near the frame rail within 18 inches (46 cm) of the P-clip.
4. Clean a spot on the base label (Form WAR259). Write the recall number, FL727, on a completion sticker (Form WAR260), and attach it to the base label.



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**Fig. 1, Power Steering Hose with P-Clip (body removed for clarity)**

## Power Steering Hose Replacement

**NOTE:** Replacement of power steering hoses is per serial, please refer to PartsPro module 535/Steering Plumbing for part numbers.

1. Place a drain pan under the hydraulic pump.
2. At the hydraulic pump, loosen the high-pressure power steering line from the hydraulic pump and let the fluid drain into the pan.
3. Place a drain pan under the power steering gear.
4. Depending on the vehicle model, loosen the high-pressure power steering line at the bottom of the steering gear or at the bulkhead fitting, and let the fluid drain into the pan.
5. Remove the high-pressure power steering hose from the power steering pump.
6. At the front of the vehicle, use a male-to-male JIC fitting and attach a new high-pressure hose to the old hose to pull the new hose through later.
7. 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.

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## NOTICE

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**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:** Two technicians are needed to pull the new hose through. 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.

8. 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 power steering pump.
9. Attach the new high-pressure hose on the power steering pump, and at the steering gear or front bulkhead, depending on the vehicle model. Tighten the fittings 42 lbf·ft (57 N·m). Ensure that all fittings and clamps are tight.
10. Install a rail clip and P-clip to hold the power steering hose away from the starter stud. See *Power Steering Hose Orientation* on page 6 for instructions, then continue with step 11 below.
11. 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.

12. 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.
13. 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.
14. Check all fittings, ensuring there are no leaks.
15. Remove the jack stands.
16. Clean a spot on the base label (Form WAR259). Write the recall number, FL727, on a completion sticker (Form WAR260), and attach it to the base label.