

November 2018
FL766A-C
NHTSA #18V-191
Transport Canada #18-190
REVISED NOTICE

Subject: Western Star Power Cable Studs

Models Affected: Specific Western Star 4700, 4900, 5700, and 6900 model vehicles manufactured September 12, 2016, through February 6, 2018.

General Information

REVISIONS: Corrected parts are now in stock and the Replacement Parts Table has been updated. Please handle vehicles in FL766 as follows:

FL766A - These vehicles have been completed, no further work is needed.

FL766B - Perform FL766 (no work has been done on these vehicles).

FL766C - Perform FL766 (these vehicles failed the interim recall inspection and further work is needed).

NOTE: Check for a claim for FL766 in OWL to confirm whether the recall has been completed. Completion stickers may have been attached as part of earlier work and are not a good indicator of completion in this case.

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

There are approximately 9,880 vehicles involved in this campaign.

On certain vehicles, the bulkhead pass through power cable stud with an attached gasket seal may not protrude through the bulkhead adequately. If improperly installed, the power cable stud may contact the bulkhead, resulting in potential arcing, which may increase the risk of a fire.

For the final remedy, the bulkhead pass through power cable stud will be inspected and/or replaced as required.

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).

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Replacement Parts

Replacement parts are now available and can be obtained by ordering the kit and/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 FL766, 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 FL766

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Vehicle
FL766BC	N/A	STUD-ASSY,GASKET,JEI28SP0339	A23-14242-004	1-2 ea
		STUD-ASSY,GASKET,JEI28SP0338	A23-14242-005	1-2 ea
		NUT MOUNT,3/4-16UNF,NYLON,RED	23-13770-000	1-2 ea
		NUT MOUNT,3/4-16UNF,NYLON,BLK	23-13770-001	1-2 ea
		BLANK 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
FL766B	Inspect power cable studs	0.2	996-R042A	06-Inspect
	Inspect and replace power cable studs	3.0	996-R042B	12-Repair Recall/Campaign
FL766C	Replace power cable studs	3.0	996-R042B	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 FTL Authorization field, enter the campaign number and appropriate condition code (**FL766-B or FL766-C**).
- In the Primary Failed Part Number field, enter **25-FL766-000**.

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- 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 939-6010A for 0.3 hours.
- The VMRS Component Code is **034-004-048** 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.

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Copy of Notice to Owners

UPDATE - IMPORTANT SAFETY RECALL

Subject: Western Star Power Cable Studs

November 13, 2018

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), is writing to inform affected vehicle owners of a change to the availability of this recall.

The final remedy has been temporarily suspended due to availability of parts. The FL766 recall will be made available **November 26, 2018**. The Interim recall, INT FL766, has been reinstated to assist vehicle owners in the meantime.

DTNA recommends that you have your vehicle inspected by an authorized Daimler Trucks North America service location. If you vehicle fails the inspection, and interim repair will be made and your vehicle will need to return for the final remedy.

Please contact an authorized DTNA dealer to schedule the inspection. To locate an authorized dealer, search online at 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 30 minutes to three hours, depending on the repair, and will be performed at no charge to you.

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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Copy of Notice to Owners

Subject: Western Star Power Cable Studs

October 26, 2018

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 which relates to motor vehicle safety exists on specific Western Star 4700, 4900, 5700, and 6900 model vehicles manufactured September 12, 2016, through February 6, 2018.

On certain vehicles, the bulkhead pass through power cable stud with an attached gasket seal may not protrude through the bulkhead adequately. If improperly installed, the power cable stud may contact the bulkhead, resulting in potential arcing, which may increase the risk of a fire.

For the final remedy, the bulkhead pass through power cable stud will be inspected and replaced as needed.

This is the second of two notices regarding this recall. The repair is available and parts have been secured. **If you had the interim repair performed, your vehicle still requires the final repair.** 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. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately 30 minutes to three 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

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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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FL766A - These vehicles have been completed, no further work is needed.

FL766B - Perform FL766 (no work has been done on these vehicles).

FL766C - Perform FL766 (these vehicles failed the interim recall inspection and further work is needed).

NOTE: Check for a claim for FL766 in OWL to confirm whether the recall has been completed. Completion stickers may have been attached as part of earlier work and are not a good indicator of completion in this case.

Preliminary Procedures

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Go to the appropriate section of the work instructions for the vehicle:

FL766B - Power Cable Stud Inspection

FL766C - Power Cable Stud Replacement

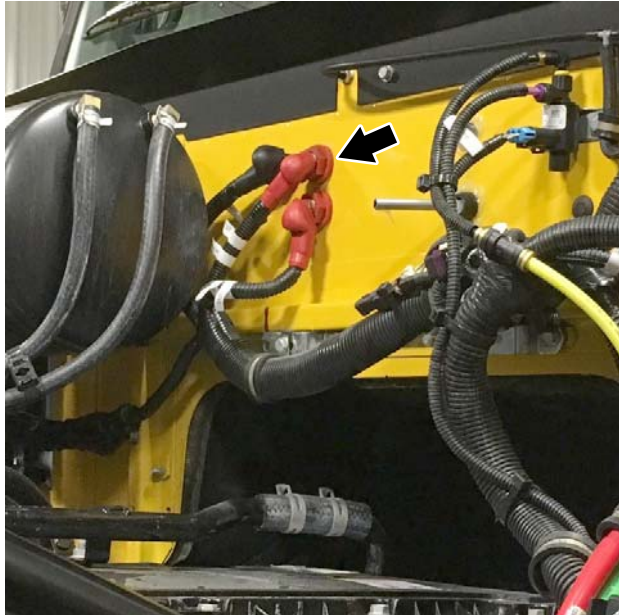
Power Cable Stud Inspection (FL766B only)

1. Open the hood and locate the three or four power cable stud connectors on the front wall. See [Fig. 1](#).
2. Pull back the covers on the power cable stud connectors. See [Fig. 2](#). Inspect each cable stud to make sure at least one thread protrudes past the plastic nut. See [Fig. 3](#) and [Fig. 4](#).

If at least one thread does **NOT** protrude past the plastic nut, the installation is **INCORRECT**. Proceed to "Power Cable Stud Replacement."

If at least one thread protrudes past the plastic nut, the installation is **CORRECT** and the recall is complete. Continue with the next step.

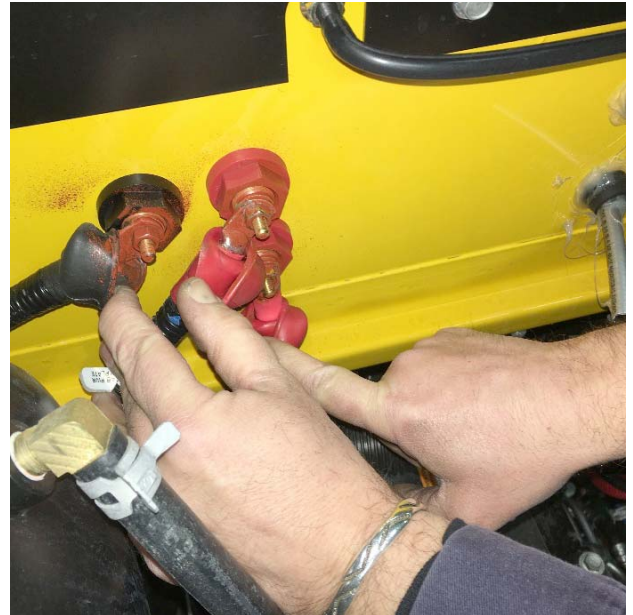
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05/14/2018

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Fig. 1, Power Cable Stud Connector Location



05/14/2018

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Fig. 2, Removing Connector Protective Cover



A

05/14/2018

A. Correct Installation



B

f546852

B. Incorrect Installation

Fig. 3, Installation Inspection

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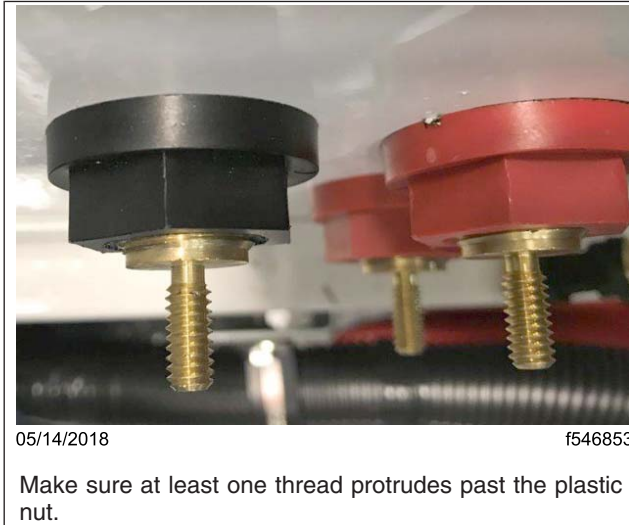


Fig. 4, Correctly Installed Pass-Through

3. Install the connector covers.
4. Clean a spot on the base label (Form WAR259). Write the campaign number, FL766, on a blank red completion sticker (Form WAR260) to indicate the work has been completed and attach it to the base label.

Power Cable Stud Replacement (FL766B & C)

1. Disconnect the batteries.
2. If not already done, open the hood and locate the three or four power cable stud connectors on the front wall, and pull back the cover on the power cable stud connector. See [Fig. 1](#) and [Fig. 2](#).
3. Loosen the dash, and move it back enough to access the front-wall power terminals. Refer to *Western Star Workshop Manual*, **Section 60.06, Subject 110**.

NOTE: It is not necessary to disconnect wiring or air lines to access the terminals. When moving the dash, be careful not to over-stretch the wire harnesses and/or the air lines.

4. Disconnect the cables from the terminals inside the cab. See [Fig. 5](#)

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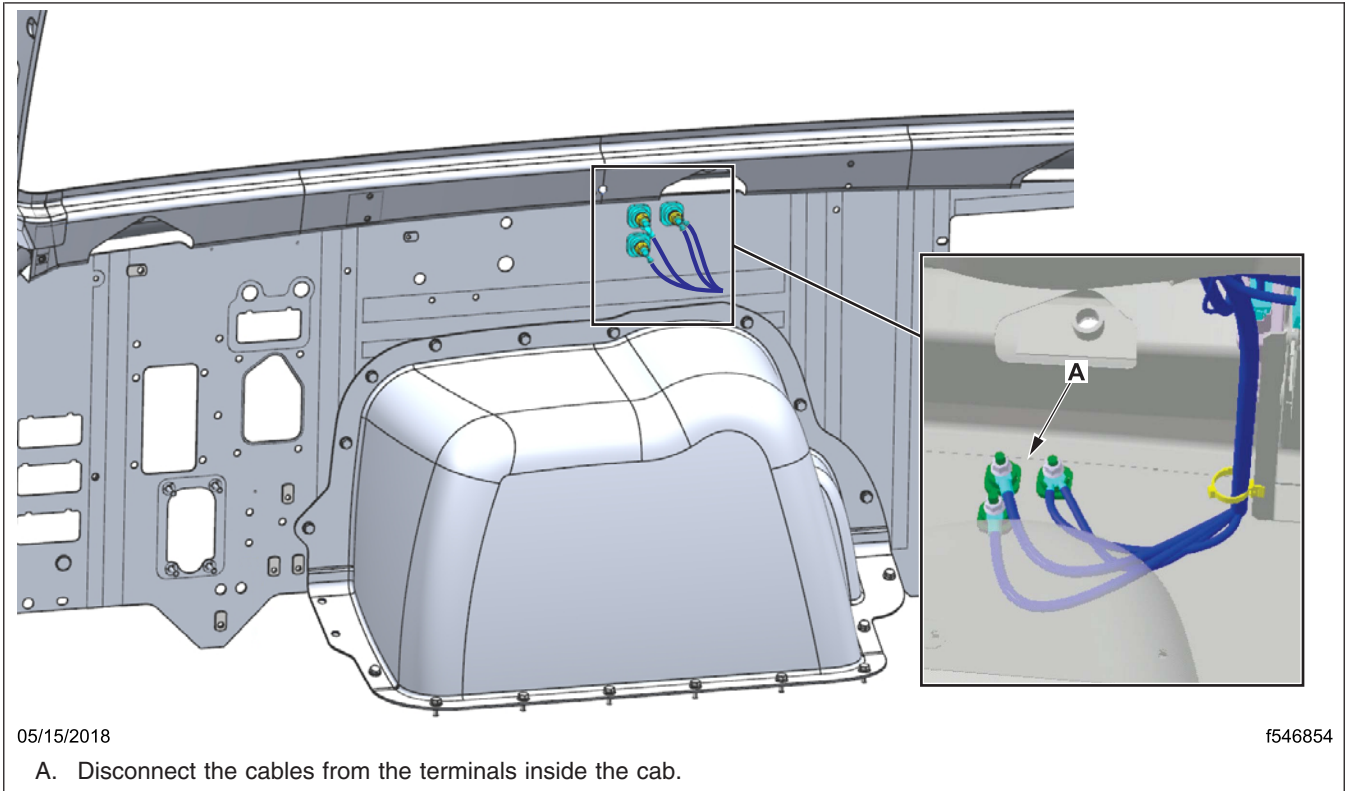


Fig. 5, Location of Front-Wall Power Terminals (inside the cab)

5. Disconnect the cables from the terminals on the outside of the front wall.
6. Remove the plastic nuts and the studs.
7. Remove the old power cable studs and replace them with the new power cable studs.
8. Fully seat each stud in the square hole.
9. Tighten the plastic nuts 60 to 84 lbf-in (680 to 950 N-cm). Make sure at least one thread is exposed past the plastic nut.
10. Connect the cables to the terminals on the outside of the front wall.
11. Connect the cables to the terminals inside the cab.
12. Install the dash. Refer to *Western Star Workshop Manual*, **Section 60.06, Subject 110**.
13. Clean a spot on the base label (Form WAR259). Write the campaign number, FL766, on a blank red completion sticker (Form WAR260) to indicate the work has been completed and attach it to the base label.