

September 2019
FL795A
NHTSA #18V-697

Subject: FCCC MT Chassis Ground Cable Studs

Models Affected: Specific Freightliner Custom Chassis MT chassis manufactured September 29, 2017, through June 14, 2018.

General Information

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 1,381 vehicles involved in this campaign.

On certain vehicles, the engine ground stud may not be properly torqued. Improper grounding of the engine ground stud could overload certain wires. Overloading of electrical wires may lead to melting, and could increase the risk of a fire.

The ground cable will be replaced and torqued to proper specification. Electrical wires will be inspected for heat damage and repaired as necessary. Repairs will be performed by Daimler Trucks North America authorized service facilities.

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 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 FL795, 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 FL795

Campaign Number	Kit Number	Part Description	Part Number	Qty. per VIN
FL795A	N/A	CA-BAT,NEG,4/0,3/8-3/8	A06-34490-054	1 ea
		CLAMP 0000 AND 00 BATT CA	23-13454-002#	6 ea
		WASHER-FLAT,STEEL,HARDENED,3/8	23-09114-002	1 ea
		SCREW-CAP,HEX,PCHL,M10	23-13019-030	1 ea
		BLANK COMPLETION STICKER	WAR260	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	Corrective Action
FL795A	Replace ground cable; inspect wiring and repair any heat damage.	0.9	996-R076A	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 (**FL795-A**).
- In the Primary Failed Part Number field, enter **25-FL795-000**.
- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.

NOTE: If there is heat damage to the dash harness, transmission shifter, or transmission cable, you may include the repair/replacement parts and generic labor on your claim.

- 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 **F99-999-005** 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.

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U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.com / WSC 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 MT Chassis Ground Cable Studs

This notice is sent to you in accordance with the National Traffic and 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 that relates to motor vehicle safety exists on specific Freightliner Custom Chassis MT chassis manufactured September 29, 2017, through June 14, 2018.

On certain vehicles, the engine ground stud may not be properly torqued. Improper grounding of the engine ground stud could overload certain wires. Overloading of electrical wires may lead to melting, and could increase the risk of a fire.

The ground cable will be replaced and torqued to proper specification. Electrical wires will be inspected for heat damage and repaired as necessary. Repairs will be performed by Daimler Trucks North America authorized service facilities.

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 (scroll to the bottom) / Locate a Dealer (scroll to the bottom). The Recall will take approximately two hours and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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.

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. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. 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 go 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

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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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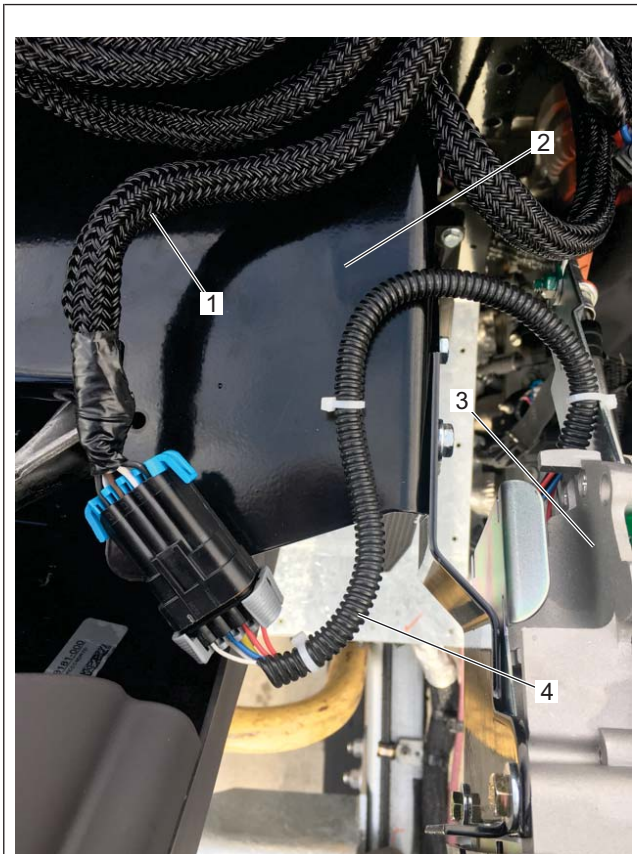
Ground Cable Procedure

DANGER

When working on the vehicle, shut down the engine, set the parking brake, and chock the tires. Before working under the vehicle, always place jack stands under the frame rails to ensure the vehicle cannot drop. Failure to follow these steps could result in serious personal injury or death.

1. Check the base label (Form WAR259) for a completion sticker for FL795 (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. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Turn the ignition on; do not start the engine.
4. Apply the service brake pedal and shift the transmission from park through low range and back. Feel for dragging or tightness. It is normal to feel the transmission detents at each transmission gear position on the shifter. The cable should have a consistent smooth feel through all of the ranges.
5. Turn the ignition off.
6. Turn the headlights on and inspect for back lighting in the transmission shifter. The instrument panel lamps may be dimmed, making the back lighting hard to see in a well-lit area. Turn the dimmer switch to the maximum setting if needed.
7. Turn off the headlights.
8. Disconnect the negative battery cable.
9. Remove the engine cover.
10. Inspect the wiring going to the transmission shifter for any signs of melting. This can be done by looking up between the operators station and the transmission shifter. See [Fig. 1](#).
11. If there is no backlighting on any dash components, follow normal troubleshooting procedures to repair the issue. If backlighting is present on everything except the transmission shifter, or if harness damage is found, repair the damaged wiring. For damaged wiring on the transmission shifter side, replace the transmission shifter assembly.
12. Inspect the entire length of the transmission shifter cable for signs of melting or heat damage. See [Fig. 2](#), [Fig. 3](#), and [Fig. 4](#).

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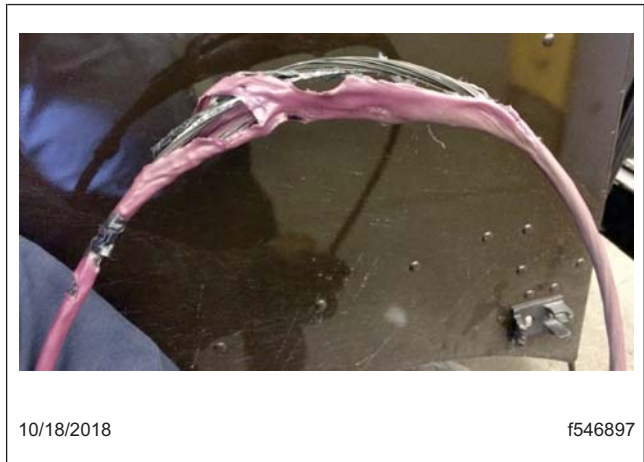


10/18/2018

f546896

1. Dash Harness
2. Operator Station
3. Transmission Shifter
4. Transmission Shifter Harness

Fig. 1, Transmission Shifter Wiring



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Fig. 2, Melted Transmission Shifter Cable

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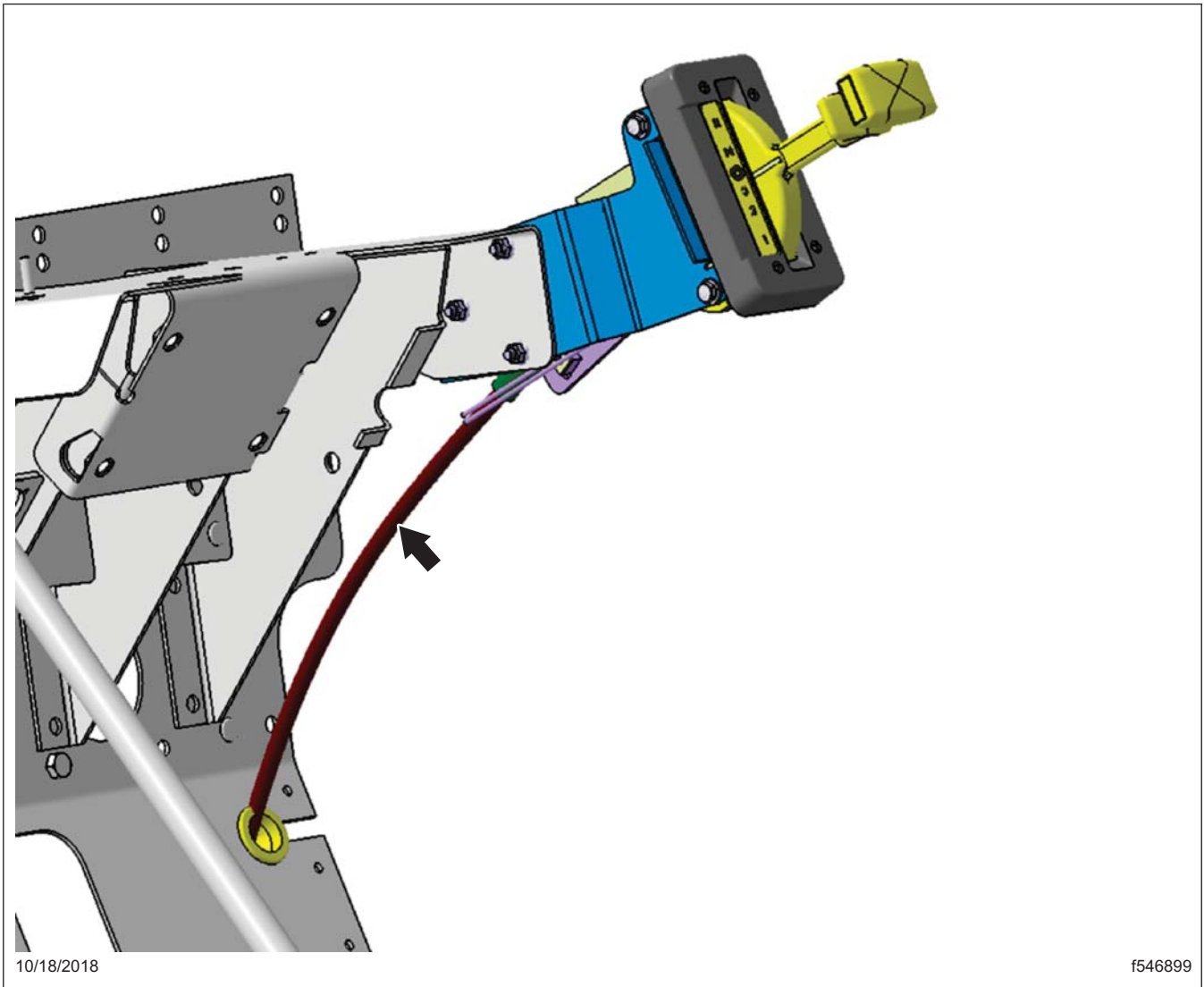


Fig. 3, Transmission Shifter Cable, Inside the Vehicle

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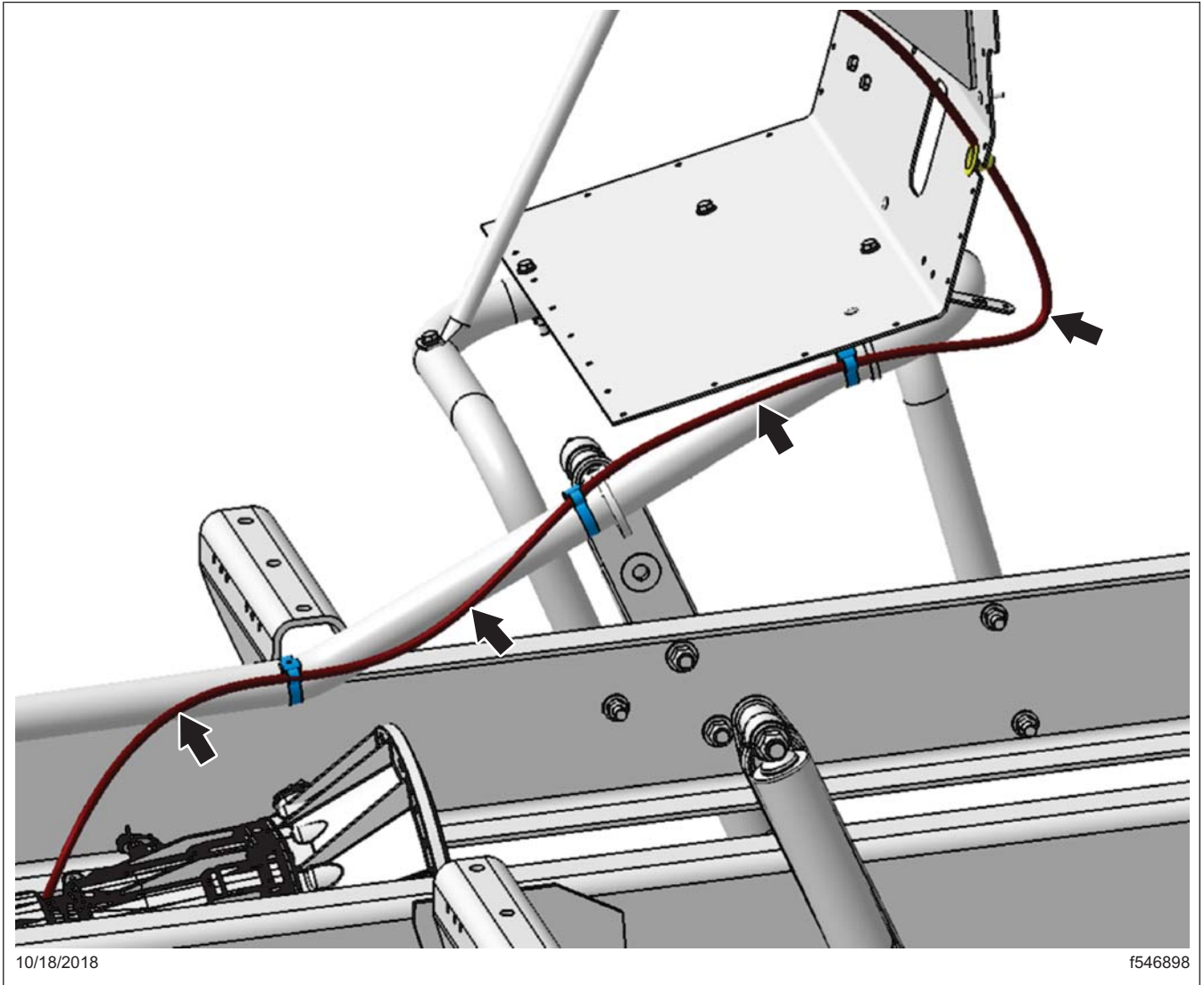


Fig. 4, Transmission Shifter Cable Routing to the Transmission

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13. If the transmission shifter is tight or has heat damage, replace the cable.
14. Using two wrenches, hold the ground stud and remove the locknut that retains the engine ground cable. Discard the nut and washers. See **Fig. 5**.

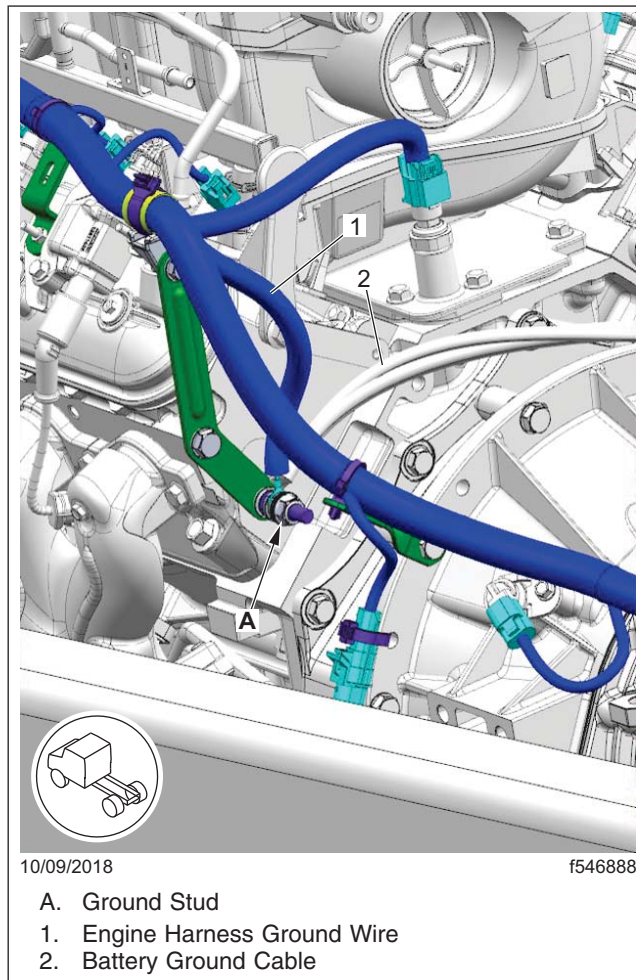


Fig. 5, Ground Cable Stud

15. Tighten the stud 37 lbf-ft (50 N·m).
16. Remove the hardware that retains the battery cable clamps and set it to the side, then discard the battery cable clamps (green in color). Cut any tie bands on the engine battery ground cable.
17. Remove the locknut on the welded stud of the frame rail that retains the engine battery ground cable and set it to the side. Remove and discard the engine battery ground cable.

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18. Using the new bolt and washer, install the new engine battery ground cable and engine harness ground wire as shown in **Fig. 6** for a standard installation.

See **Fig. 7** for vehicles equipped with telematics.

Ensure that the cables do not get twisted during installation. Install the new engine battery ground cable on the weld stud of the frame rail with the other ground cables. Tighten the bolt 24 to 29 lbf-ft (33 to 39 N·m).

19. Using new battery cable clamps (off-white in color) and the hardware removed earlier, secure the new engine battery ground cable. Tighten the retaining hardware 60 to 84 lbf-in (678 to 949 N·cm).

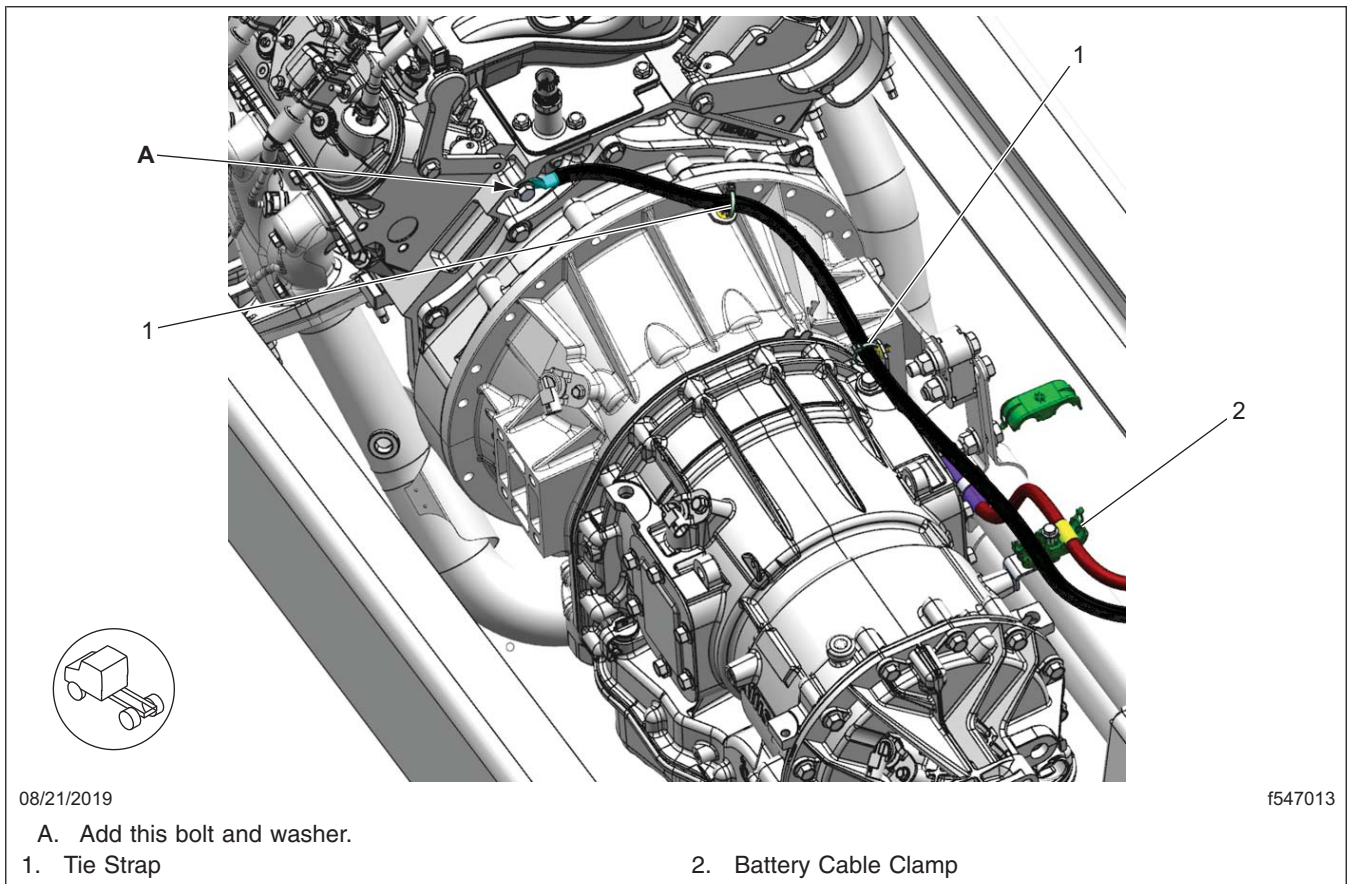


Fig. 6, Cable Routing, Standard Installation

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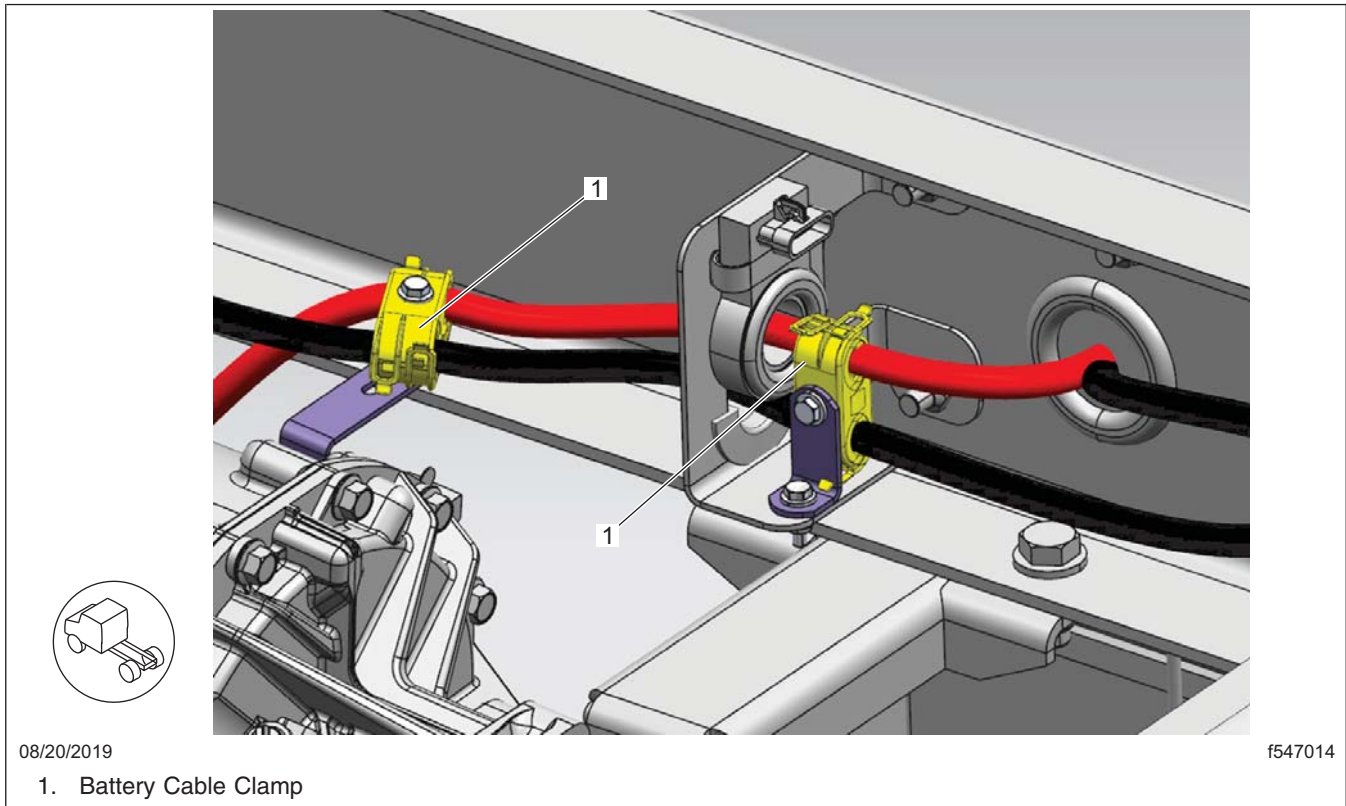


Fig. 7, Cable Routing, Vehicle with Telematics

20. Verify that the ground cables do not rub any other components. If needed, rotate the battery cable clamp(s) for proper clearance.
21. Use tie straps to secure the ground cables.
22. Apply dielectric paint or enamel on the ground connections and engine harness. See [Table 3](#) for approved sealants.

Dielectric Sealer	
Manufacturer	Description
Glyptal®, Inc.	1201E 2100 Dielectric Paint
Sherwin-Williams®	Red Epoxy Insulating Enamel SB-6-665 Spray
3M	1602 IVI Spray Sealer

Table 3, Dielectric Sealer

23. Install the engine cover.
24. Connect the negative battery cable.
25. Clean a spot on the base label (Form WAR259). Write the recall number, FL795, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.