

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

Subject: Positive Junction Post

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Western Star	47X	2021	2026	July 8, 2020	May 14, 2025
Western Star	49X	2020	2026	March 19, 2019	May 14, 2025

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA) has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

- Wholly owned subsidiary Western Star Truck Sales, Inc.

PROBLEM: A stud connecting the battery to the starter at the frame rail may have been installed incorrectly. This may result in a short circuit, increasing the risk of a vehicle fire.

SOLUTION: A Daimler Truck North America authorized service facility will inspect and replace damaged cables, tighten loose hardware and, install dielectric paint.

There are approximately 31,000 vehicles involved.

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.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

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 vehicle(s) involved in campaign number F1020, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this Recall.

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

IMPORTANT - After Repair is Complete*:

Attach a red completion sticker (WAR260) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

* TBB is exempt from the completion sticker process

Table 1 – Replacement Parts for F1020 A

Group	Part Description	Part Type	Part Number	Qty
A	STUD,ELEC,3/8,RED	Standard	23-13718-006	1 ea
A	NUT MOUNT,3/4-16UNF,NYLON,RED	Standard	23-13770-000	1 ea
A	Battery Cable (less than 1% failure rate)	Standard	Specific battery cable	1 ea
A (Dielectric Red Enamel Paint Options)	Glyptal, Inc. 1201A Dielectric Paint (Spray)	Other	N/A (Non-PDC part)	1 ea
	Sherwin and Williams Spray on Red Epoxy Insulating Enamel SB-6-665 (Spray)	Other		
	3M 1602 IVI-Spray Sealer (Spray)	Other		
	Glyptal, Inc. 1201 Dielectric Paint (Can)	Other		
All Groups	Blank Completion Sticker	Standard	WAR260	1 ea

Table 1 – Replacement Parts for F1020 A

Removed Parts

- For U.S. and Canadian Dealers, use the part disposition in OWL to determine how to manage removed parts (return, scrap, etc.). Dispositions are available at the date of the repair.
- For Export Dealers, destroy removed parts unless otherwise advised.

Claim Reimbursement - Labor Allowance

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.

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.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP, component code, replacement parts, cause, corrective action and SRT code.

Table 2 – Claim Reimbursement Table

Claim Type	Recall Campaign
Campaign	F1020-(A)

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-F1020-000

Table 2 – Claim Reimbursement Table

Table 3 – Labor Allowance for F1020 A

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	JUNCTION POST, INSPECT	0.7	996- R252A	06-Inspect
A	JUNCTION POST, REPLACE	0.9	996- R252B	12-Repair Recall/Campaign

Table 3 – Labor Allowance for F1020 A

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (F1020-A).
- In the Primary Failed Part field, enter 25-F1020-000.
- In the Parts section, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will auto-populate if applicable using SRT 939-6010A for 0.3 hours.
- For battery cable replacement under 2 hours repair time, use battery cable in parts section and generic time in the labor section. Any battery cable replacement over 2 hours repair time please file a WSC ticket.
- 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 OWL 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.
 - The Dealer is required to 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 the Warranty Support Center at DTNAPortal.com/WSC if you have any questions. Export distributors, submit a WSC ticket or contact your International

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

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.

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

Copy of Notice to Owners

Subject: Positive Junction Post

For Notice to U.S. Customers: This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. **For Notice to Canadian Customers:** This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect, which relates to motor vehicle safety, exists in certain model years 2020 – 2026 Western Star 47X, and 49X vehicles. See below for additional detail on vehicle applicability:

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Western Star	47X	2021	2026	July 8, 2020	May 14, 2025
Western Star	49X	2020	2026	March 19, 2019	May 14, 2025

A stud connecting the battery to the starter at the frame rail may have been installed incorrectly. This may result in a short circuit, increasing the risk of a vehicle fire.

A Daimler Truck North America authorized service facility will inspect and replace damaged cables, tighten loose hardware and, install dielectric paint. The Recall will take approximately one hour and will be **performed free of charge**.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available.

To locate an authorized dealer, go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

You may also confirm your vehicle's involvement in this recall at the following 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 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. **For Notice to US Customers:** If you have paid to have this recall service 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 Campaign, 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-War-Campaigns@DaimlerTruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. **For Notice to US Customers:** If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration,

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

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.nhtsa.gov>. **For Notice to Canadian Customers:** If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this 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 Truck 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 Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

Work Instructions

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Western Star	47X	2021	2026	July 8, 2020	May 14, 2025
Western Star	49X	2020	2026	March 19, 2019	May 14, 2025

Inspection of the Junction Post

1. Check the base label (Form WAR259) for a completion sticker for F1020 (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 completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Remove the negative cable connection(s) from the batteries.
4. Open the hood.
5. Locate the positive battery cable routing on the frame behind the left or right-hand front wheel.
6. Remove the cover from the nut or jumpstart post that secures the battery cables to the isolated battery post.

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

NOTE: For cable systems with multiple connections in this location, separate each connection and perform the inspection, cleaning, and assembly following the steps provided below.

7. Disassemble the junction post connection(s).
 - 7.1. Remove the nut that secures the battery cables to the junction post. See **Fig. 1**.
 - 7.2. Remove the cable clamping adjacent to the isolated post, as needed, to separate the cables from the post.
 - 7.3. Separate the cables from the post and note the orientation of the cable ends.

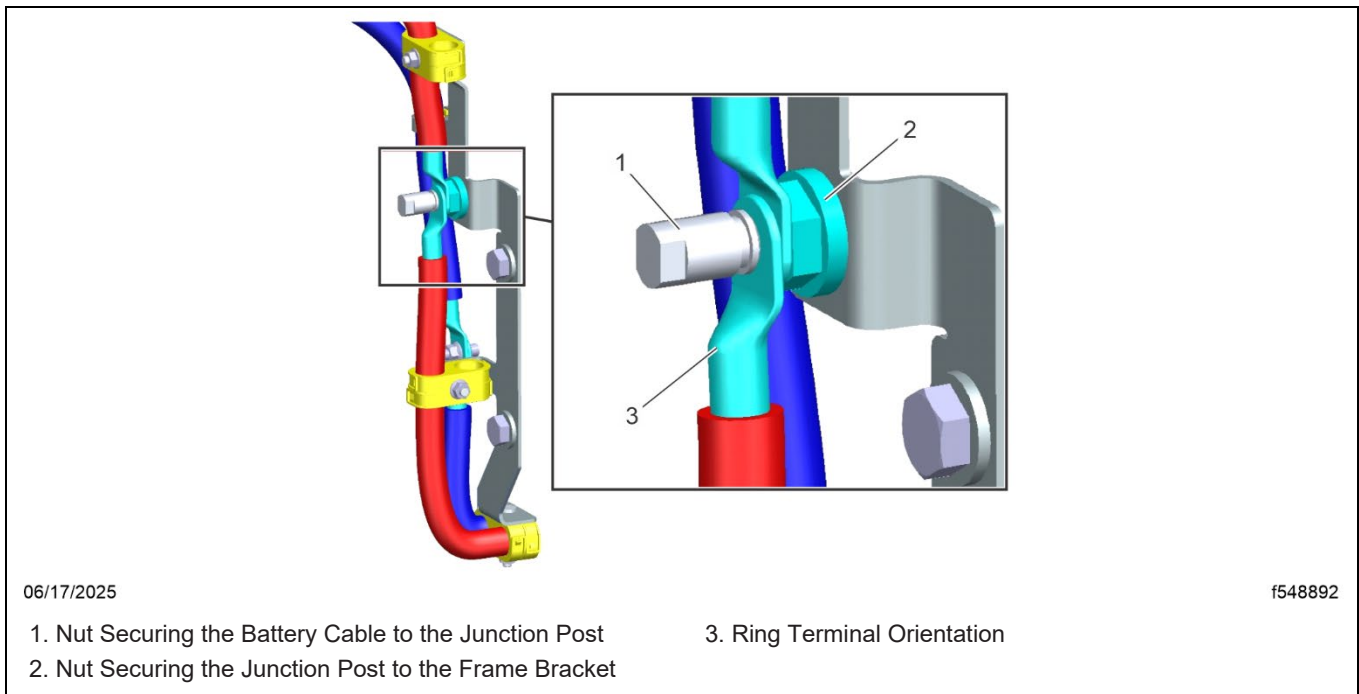


Fig. 1, Battery Cable Junction Post Connection (example)

NOTE: If corrosion on the terminals requires cable replacement(s), keep track of the steps and time required so it can be submitted as 'Generic Time' on the claim.

8. Inspect the cable ends for corrosion and evidence of chafing. See **Fig. 1**.
 - If the corrosion is significant enough to cause pitting in the ring terminal, or if there is chafing on the insulation due to the incorrect installation of the cables, replace the affected cables.
 - If there is only minor corrosion and no evidence of chafing, clean the cable ends with a brass brush and wipe with solvent.
9. Clean any old dielectric paint from the overlap area of the post, nut, and cable ends.
10. Remove the plastic nut that secures the junction post to the frame bracket. See **Fig. 1**.

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

11. Inspect the junction post for damage to the plastic housing from overtightening.
 - If there is damage → Follow substeps 11.1 through 11.4 to replace the post.
 - If there is no damage → Clean any residual corrosion and go to step 12.
- 11.1. Remove any routing clamps or ties holding the cables to the bracket.
- 11.2. Remove the fasteners that secure the cable routing bracket to the frame.
- 11.3. Install the new junction post in the bracket and thread the plastic nut on to hold it in place.
- 11.4. Install the bracket on the frame rail and tighten the fasteners 148 lbf-ft (200 N·m).

NOTICE

Overtightening the plastic nut on the junction post can cause the post to separate from the plastic base.

12. Tighten the plastic junction post nut 71 lbf·in (8 N·m). See [Fig. 1](#).
13. Assemble the cables on the post with the body of the ring terminals turned to give the most clearance to the mounting bracket. See [Fig. 1](#).
14. Install any remaining cable routing clamps or ties adjacent to the junction post terminal connection.
15. Apply a small amount of medium-strength thread locker to the tip of the junction post. See [Fig. 2](#).



Fig. 2 A Drop of Thread Locker on the Tip of the Junction Post

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

16. If so equipped, ensure the jumpstart-nut does not get the thread-locking compound on the face that contacts the cable terminal. See [Fig. 3](#).

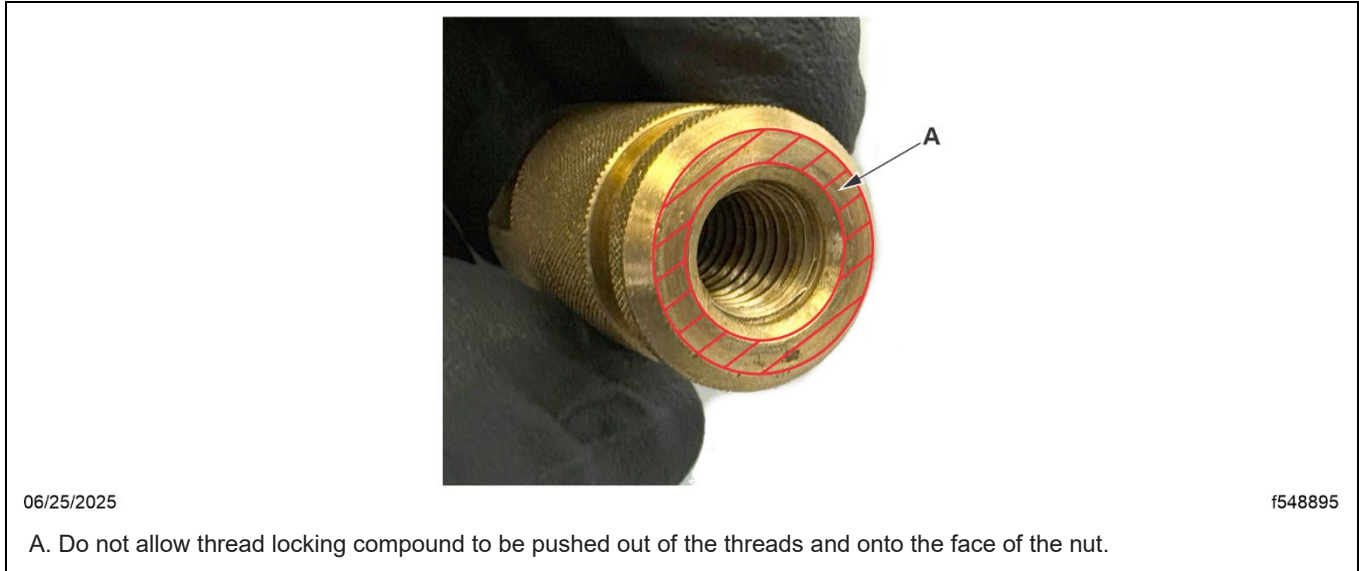


Fig. 3, Jumpstart Nut

F1020 A

Creation Date:	June 2025
NHTSA #	25V-326
Transport Canada #	2025-269

17. For cable systems with a secondary connection point, tighten the fastener 26 lbf·ft (35 N·m). See **Fig. 4**
18. Tighten the jumpstart-nut or stainless nut on the junction post 11 lbf·ft (15 N·m). See **Fig. 4**.

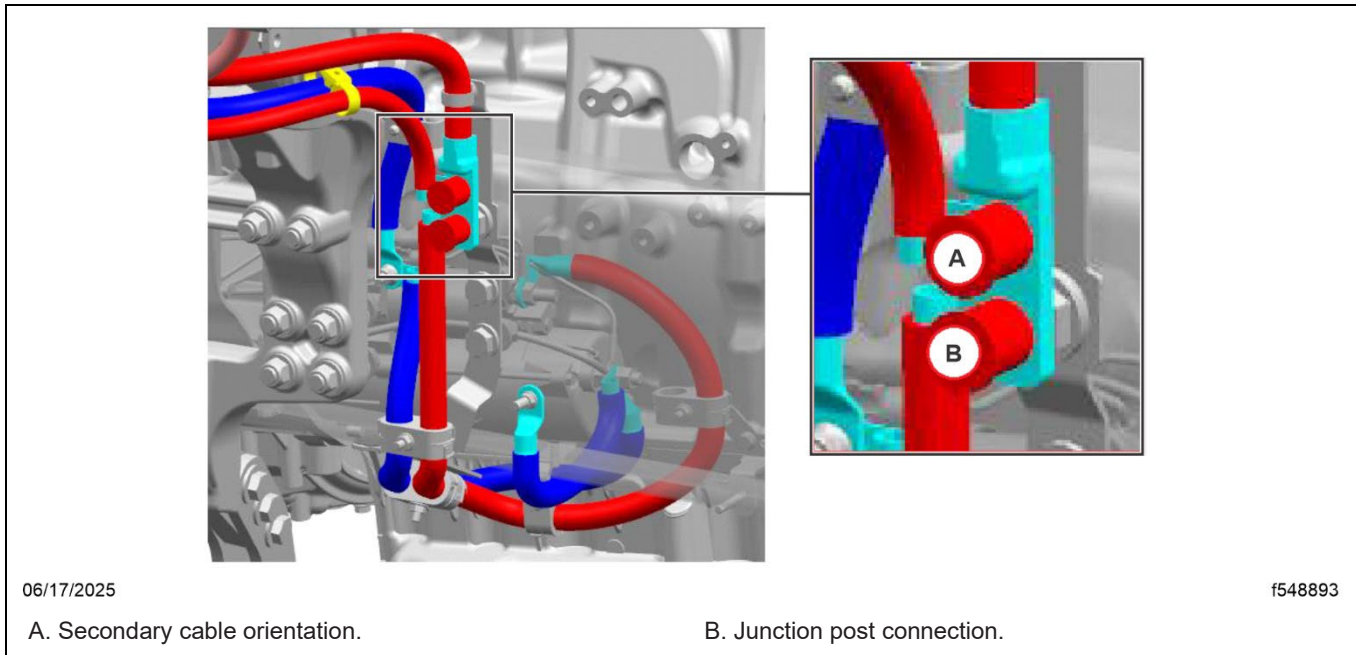


Fig. 4, Junction Post Configuration with Secondary Cable Connection

IMPORTANT: If the configuration includes a jumpstart post, do not paint the part of the post covered by the protective boot.

19. Apply dielectric red enamel paint to the exposed surfaces of the cable ends and fastener.
20. Install the protective boot(s).
21. Install the negative cable connections at the batteries.
22. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for F1020 (Form WAR260).