

# Recall Campaign

December 2011  
FL609A  
NHTSA #11V-330  
Transport Canada #11-236

## Copy of Notice to Owners Subject: Starter Cable Isolator Bolts

**For the 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 the Notice to Canadian Customers:** This notice is sent to you in accordance with the Canadian Motor Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and wholly owned subsidiaries, Sterling Truck Corporation and Western Star Truck Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Cascadia, Century Class S/T, Columbia, and Coronado vehicles; Sterling A/L-Line vehicles; and Western Star 4900 and 6900 vehicles manufactured January 14, 2008, through June 15, 2011, with a Detroit Diesel DD15 or DD16 engine and a certain rubber isolator.

On some vehicles equipped with a Detroit Diesel DD15 or DD16 engine, the bolt attaching a rubber isolator to a support bracket may become loose and back out, potentially contacting an un-fused starter cable and creating a short circuit. A short circuit between an un-fused starter cable and chassis ground could result in a vehicle fire.

A new rubber isolator will be installed with a push-in rivet. If your vehicle has had an interim repair, it still requires this final remedy.

**NOTE:** It has been determined that a small group of approximately 100 vehicles originally included in this Recall does not require this repair. If the page with your name and address lists FL609B, no work is needed and your vehicle has been reported as not needing repair. You do not need to take any action related to this Recall.

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). The Recall will take approximately 45 minutes to an 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 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) FTL-HELP 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) FTL-HELP 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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## **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

### Subject: Starter Cable Isolator Bolts

**Models Affected:** Specific Freightliner Cascadia, Century Class S/T, Columbia, and Coronado vehicles; Sterling A/L-Line vehicles; and Western Star 4900 and 6900 vehicles manufactured January 14, 2008, through June 15, 2011, with a Detroit Diesel DD15 or DD16 engine and a certain rubber isolator.

NOTE: It has been determined that a small group of vehicles originally included in this Recall does not require this repair. They are in FL609B and claims closing the Recall have been entered for these vehicles. No work is needed for this approximately 100 vehicles.

### Isolator Replacement

NOTE: Some dealers attached completion stickers when performing an interim repair. If the existing isolator is attached with a bolt, instead of the new rivet, proceed with the final FL609 procedure below. If the isolator is attached with the rivet, the Recall is complete and no work is needed.

1. Check the base label (Form WAR259) for a completion sticker for FL609 (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 for FL609 is present, check the fastener attaching the isolator. If the isolator is attached with the new nylon rivet, no work is needed. If no sticker is present or the isolator is attached with a metal bolt, 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. Disconnect the vehicle batteries at the negative terminals.

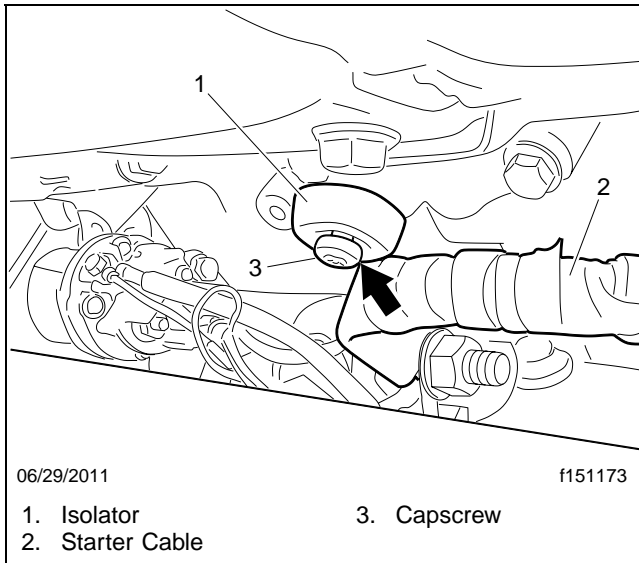
 **WARNING**

**The starter is located close to an engine heat shield. Allow the engine to cool before working in this area. Failure to do so could result in serious burns.**

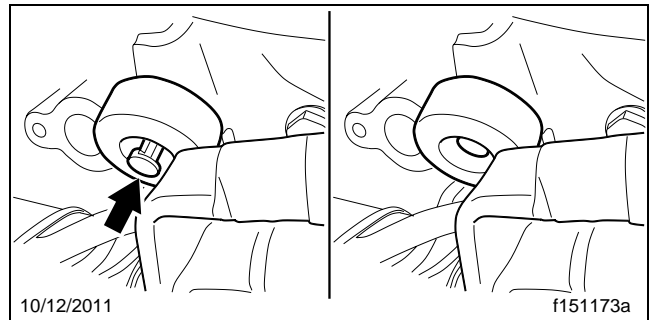
4. Remove the capscrew, washer, and isolator from the side of the engine, then discard them. See **Fig. 1**.

NOTE: If the isolator and/or the capscrew and washer are missing, replace them using the parts from the kit.

5. Install the new isolator using the nylon push-rivet from the kit. See **Fig. 2**. There must be approximately 1/2-inch (13 mm) of clearance between the isolator and the starter cable.
6. Connect the batteries.
7. Clean a spot on the base label (Form WAR259) and attach a completion sticker for Recall FL609 (Form WAR260) to the base label.



**Fig. 1, Installation that Requires Replacement**



**Fig. 2, Installing Isolator with Nylon Push-Rivet**