

May 2018
INT FL766-01
NHTSA #18V-191
Transport Canada #18-190
INTERIM RECALL BULLETIN

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

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

Before the final remedy is available, DTNA recommends these vehicles be inspected by an authorized Daimler Trucks North America dealer. If a vehicle passes inspection, no further work is needed and the recall will be complete. If a vehicle fails inspection, an interim repair will be made and the owner will be notified when they can return for the final remedy.

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.

IMPORTANT: DO NOT use a completion sticker for the interim inspection or repair. Attaching a recall completion sticker may prevent the customer from getting the final recall repair.

Replacement Parts

There are no replacement parts required for this repair.

If our records show your dealership has ordered any vehicles involved in campaign number INT FL766, a list of the customers and vehicle identification numbers will be available in OWL.

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.

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Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
INT FL766-01	Inspect power cable stud	0.2	996-R042A	06-Inspect
	Inspect and adjust power cable stud	3.0	996-R042B	12-Repair Recall/Campaign

Table 1

IMPORTANT: DO NOT use a completion sticker for the interim inspection or repair. Attaching a recall completion sticker may prevent the customer from getting the final recall repair.

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 (**INT FL766-01**).
- In the Primary Failed Part Number field, enter **25-FL766-000**.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-0010A for 0.3 hours.
- The VMRS Component Code is **034-004-048** and the Cause Code is **A1 - Campaign**.

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. **DO NOT** use a completion sticker for the interim inspection or repair. Attaching a recall completion sticker may prevent the customer from getting the final recall repair.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.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

Subject: Western Star Power Cable Studs

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

This letter is to inform you of an upcoming Recall and provide important information regarding an interim remedy. DTNA is currently validating the final repair and securing replacement parts. Before the final remedy is available, DTNA recommends that you have your vehicle inspected by an authorized Daimler Trucks North America dealer. If your vehicle passes inspection, no further work is needed and the recall will be complete for your vehicle. If your vehicle fails inspection, an interim repair will be made, and you will be notified when you can return for the final remedy.

Please contact a DTNA dealer to schedule the inspection for your vehicle. 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. Depending on the inspection results, the repair will take approximately 30 minutes to three hours, 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.

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. 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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Work Instructions

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.

Inspection and Interim Repair

1. Check OWL prior to performing the interim recall to ensure the vehicle is involved and the campaign has not been previously completed. **DO NOT** use a completion sticker for the interim inspection or repair. Attaching a recall completion sticker may prevent the customer from getting the final recall repair.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Open the hood and locate the three battery bulkhead connectors on the front wall. See [Fig. 1](#).
4. Pull back the covers on the battery bulkhead connectors. See [Fig. 2](#). Inspect the bulkhead studs 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 the next step.

*If at least one thread protrudes past the plastic nut, the installation is CORRECT and the recall is complete. Install the connector covers. **DO NOT** use a completion sticker for the interim inspection or repair. Attaching a recall completion sticker may prevent the customer from getting the final recall repair.*

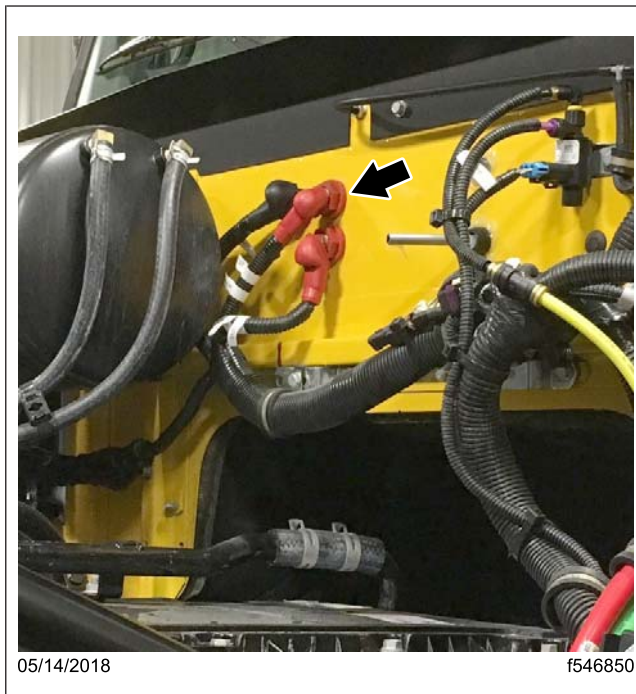


Fig. 1, Bulkhead Connector Location

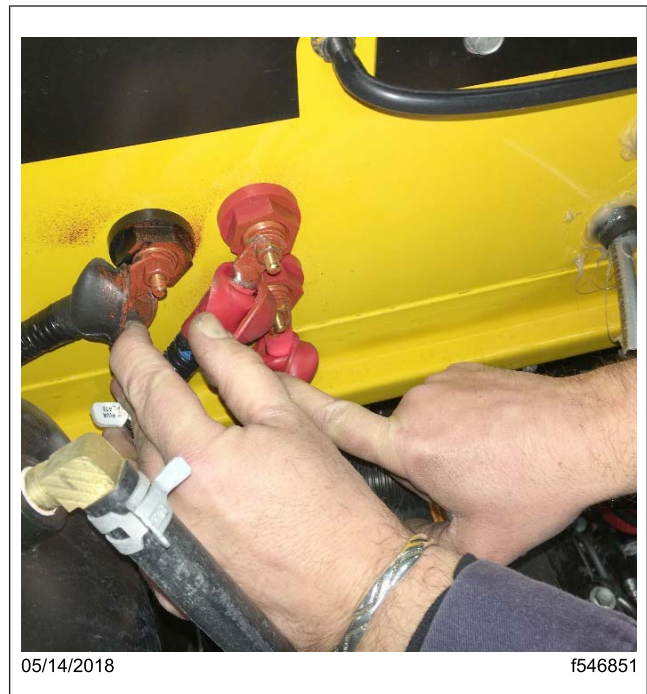


Fig. 2, Removing Connector Protective Cover

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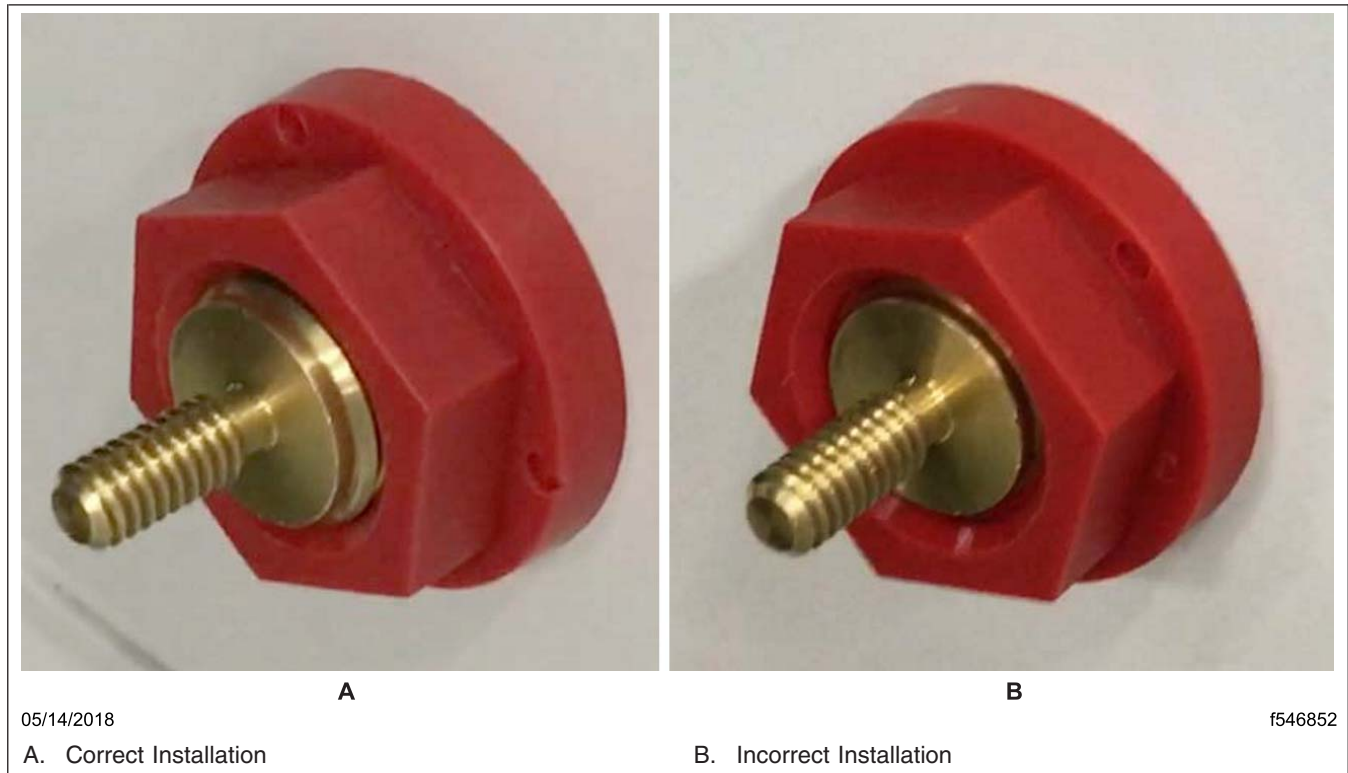


Fig. 3, Installation Inspection

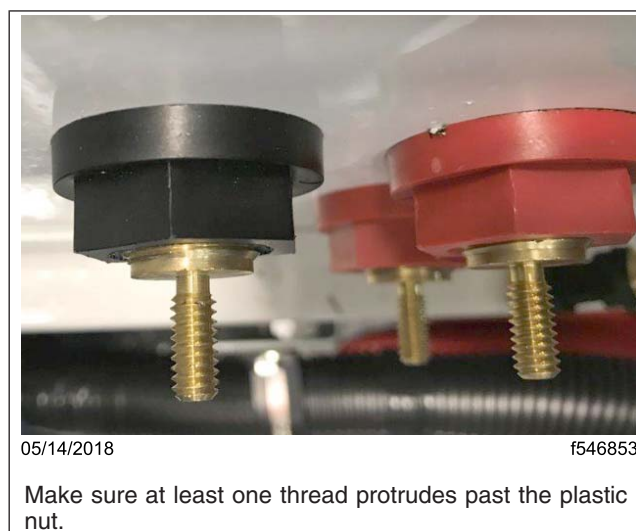


Fig. 4, Correctly Installed Pass-Through

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5. Disconnect the batteries.
6. Loosen the dash, and move it back enough to access the front-wall power terminals. Refer to the *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.

7. Disconnect the cables from the terminals inside the cab. See **Fig. 5**

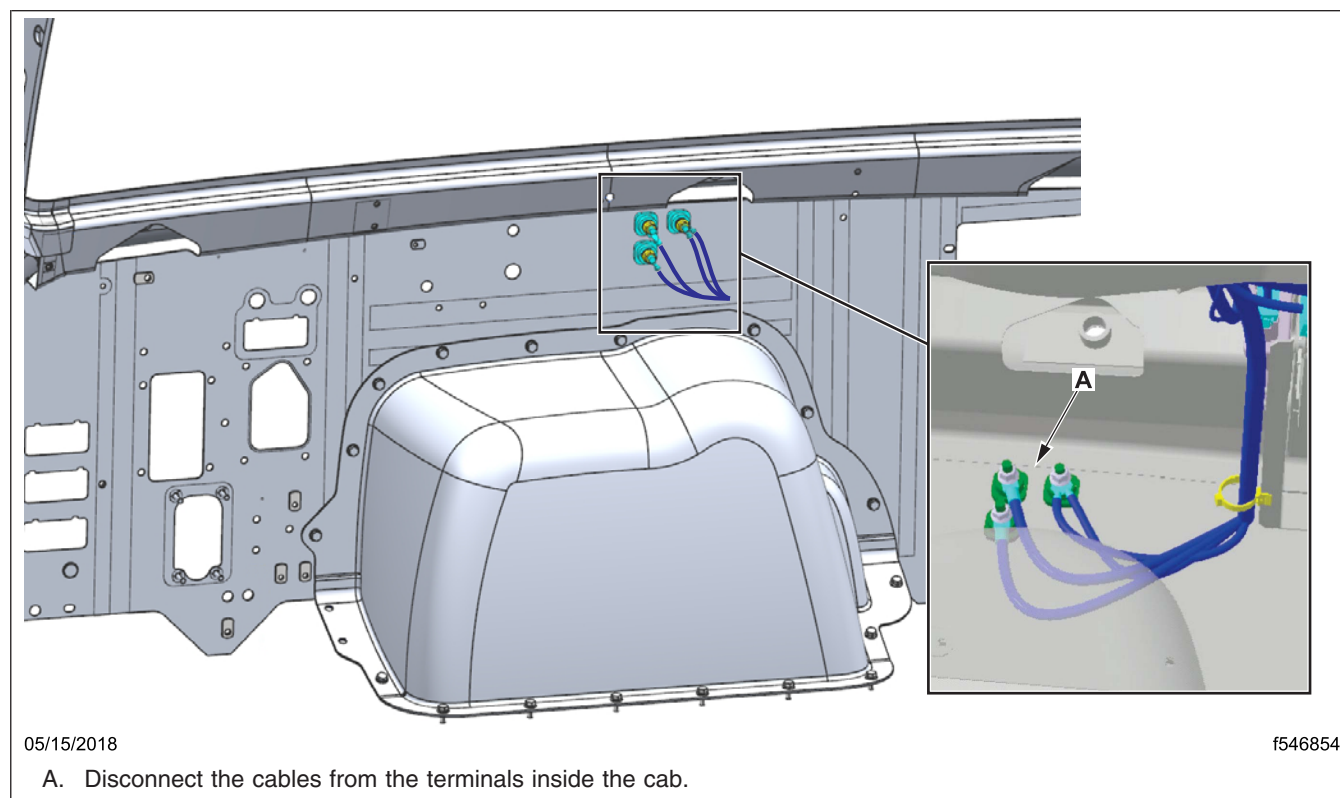


Fig. 5, Location of Front-Wall Power Terminals (inside the cab)

8. Disconnect the cables from the terminals on the outside of the front wall.
9. Remove the plastic nuts and the studs.
10. Check the gaskets for damage. Replace damaged gaskets.
11. Fully seat the stud in the square hole.
12. Tighten the plastic nut 60 to 84 lbf·in (680 to 950 N·cm). Make sure at least one thread is exposed past the plastic nut.
13. Connect the cables to the terminals on the outside of the front wall.
14. Connect the cables to the terminals inside the cab.
15. Install the dash. Refer to the *Western Star Workshop Manual*, **Section 60.06, Subject 110**.
16. Once the interim repair is complete, **DO NOT** attach a completion sticker. Attaching a completion sticker may prevent the customer from getting the final recall repair.