

November 2017  
FL741A  
NHTSA #17V-451  
REVISED NOTICE

## **Subject: FCCC XCR Chassis Battery Cables**

**Models Affected: Specific Freightliner Custom Chassis  
XCR chassis manufactured November 27, 2012, through  
February 23, 2016.**

### **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 1,308 vehicles involved in this campaign.

On certain vehicles a battery cable mounting bracket may have been incorrectly installed causing the battery cable to be improperly routed. If improperly routed, the battery cable may come in close proximity to the frame rail and cause rubbing or shorting of the cable. A potential battery cable short between the cable and the frame rail may increase the risk of a fire.

The battery cable mounting bracket and cable routing will be inspected and corrected if necessary.

**REVISIONS:** The SRTs have been updated to the new format with an "R" in the fifth position.

### **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 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 FL741A, 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.

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**Table 1** - Replacement Parts for FL741

Note: Parts are only required if upon inspection they are found to be needed. Also, parts were not kitted for this campaign and will need to be ordered by individual part number.

Campaign Number	Part Description	Part Number	Qty. per Vehicle
FL741A (install only if mounting bracket is missing)	BRKT-ENG CBL RTG CUMMINS EPA07	A06-47657-004	1 ea
	SCREW-CAP,HEX7/16-14X1	23-10748-150	1 ea
	CLAMP 0000 BATT CA	23-13454-001	2 ea
	WASHER FLAT,SST 7/16	23-10900-044	2 ea
	NUT-HEX,LOCKING,7/16-14,ZINC ALUM,GR8	23-13833-107	1 ea
	WASHER-FLAT,STAINLESS STL,5/16,.685 OD	23-10900-031	1 ea
	NUT-HEX,FLANGE,LOCK,5/16-18,ZINC	23-13861-105	1 ea
	COMPLETION STICKER	WAR260	1 ea
FL741A (replace only if cable is damaged)	CABLE-BATTERY,POS,4/0 SGR,105 INCH	A06-37531-105	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
FL741A	Inspect mounting bracket and cable	0.3	996-R029A	06-Inspect
	Inspect bracket and cable, reposition or install bracket	0.7	996-R029B	12-Repair Recall/Campaign
	Inspect bracket and cable, reposition or install bracket, replace cable	1.7	996-R029C	

**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:

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- Claim type is **Recall Campaign**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL741-A**).

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- In the Primary Failed Part Number field, enter **25-FL741-000**.
- 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 939-0010A for 0.4 hours for RVs.
- The VMRS Component Code is **032-001-002** 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**  
**Subject: FCCC XCR Chassis Battery Cables**

This notice is sent to you in accordance with the requirements of 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 which relates to motor vehicle safety exists on specific Freightliner Custom Chassis XCR chassis manufactured November 27, 2012, through February 23, 2016.

On certain vehicles a battery cable mounting bracket may have been incorrectly installed causing the battery cable to be improperly routed. If improperly routed, the battery cable may come in close proximity to the frame rail and cause rubbing or shorting of the cable. A potential battery cable short between the cable and the frame rail may increase the risk of a fire.

The battery cable mounting bracket and cable routing will be inspected and corrected if necessary.

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 a half an hour to two 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.

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>.

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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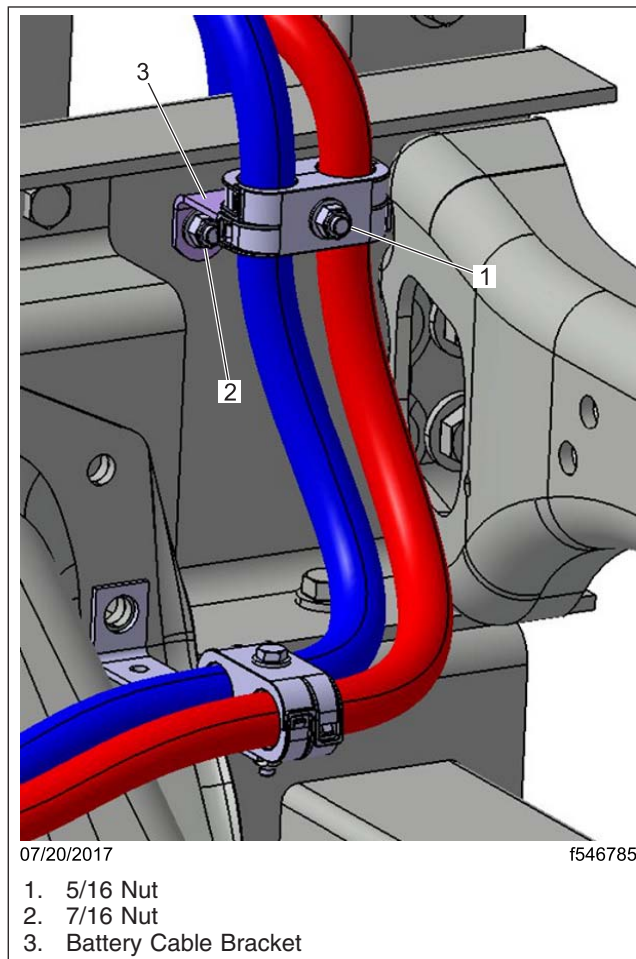
## Work Instructions

### Subject: FCCC XCR Chassis Battery Cables

**Models Affected: Specific Freightliner Custom Chassis  
XCR chassis manufactured November 27, 2012, through  
February 23, 2016.**

### Inspection Procedure

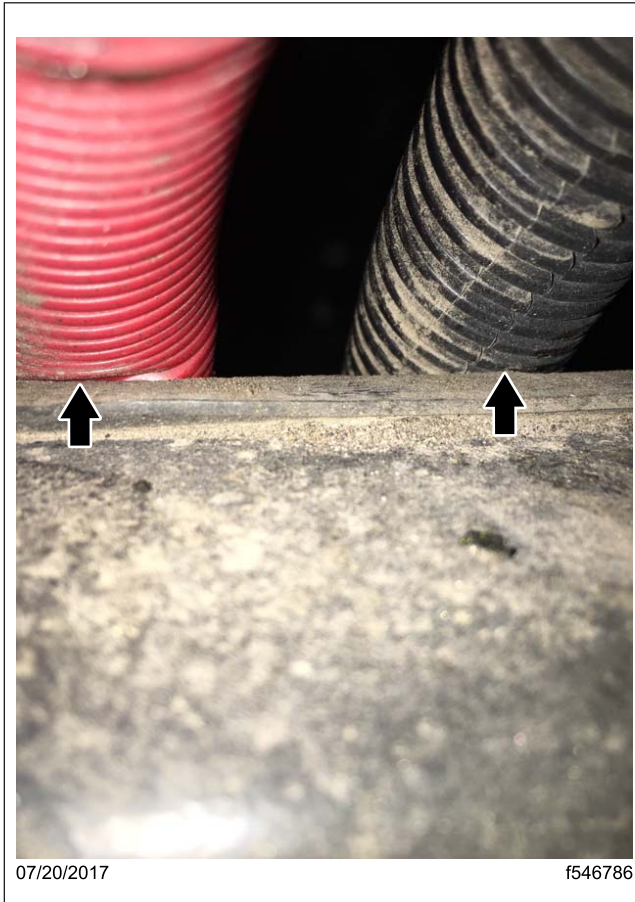
1. Check the base label (Form WAR259) for a completion sticker for FL741 (Form WAR260) indicating this work has been done. The base label is usually located on the front wall under the dash. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Inspect the battery cable bracket for correct orientation. The bracket should be installed on the frame rail so that the battery cables do not rub the frame rail or any other components. See [Fig. 1](#).
  - If the battery cable bracket is correctly installed, no further work is required. Clean a spot on the base label (Form WAR259). Write the recall number, FL741, on a completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.



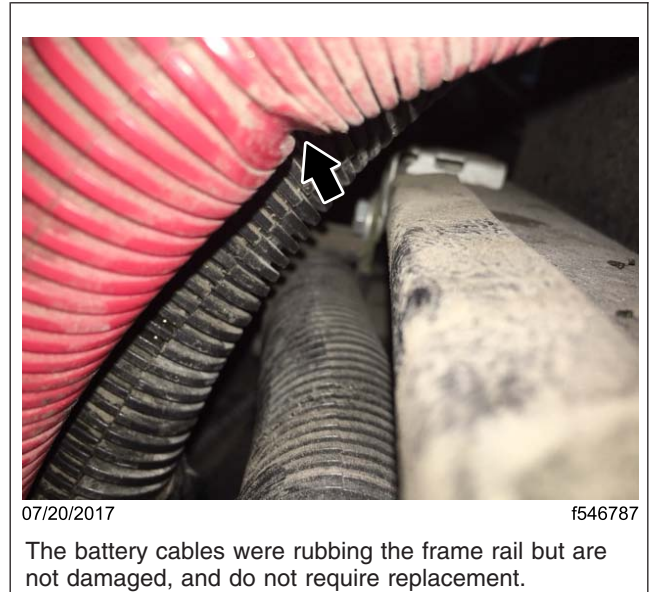
**Fig. 1, Battery Cable Bracket, Correct Installation**

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- If the battery cable bracket is incorrectly installed or missing, inspect the battery cables for damage. It is possible for the conduit that covers the cable to be damaged, but the battery cables are not damaged. Damage to the battery cables could include, but is not limited to, a cut in the battery cable or visible cable insulation. See [Fig. 2](#) and [Fig. 3](#). After inspection of the battery cable, go to 'Battery Cable Bracket Procedure.'



**Fig. 2, Battery Cables Rubbing the Frame Rail**



**Fig. 3, Correct Battery Cable Clearance of the Frame Rail**

## Battery Cable Bracket Procedure

NOTE: If the battery cable bracket is missing, go to step 3 to install the bracket.

1. Remove the 5/16 nut and washer from the portion of the bracket holding the battery cables and set the nut and washer aside.
2. Loosen the 7/16 nut that attaches the battery cable bracket to the frame rail and correctly rotate the bracket as shown in [Fig. 1](#).
3. If the battery cable bracket is missing, install it on the frame rail using the 7/16 nut and washer assembly. See [Fig. 1](#) for proper installation.

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4. Tighten the 7/16 nut and washer assembly 42 lbf·ft (57 N·m).

**IMPORTANT:** If the battery cable(s) are damaged, replace the battery cable(s). It is possible for the conduit that covers the cable to be damaged, but the battery cables are not damaged. Damage to the battery cables could include, but is not limited to, a cut in the battery cable or visible cable insulation. See [Fig. 2](#) and [Fig. 3](#)

5. Install the battery cables in the battery cable clamp and use the 5/16 nut and washer to secure the clamp on the bracket. Tighten 15 lbf·ft (20 N·m).
6. Clean a spot on the base label (Form WAR259). Write the recall number, FL741, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.