

DAIMLER

Daimler Trucks North America

Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

January 3, 2012

Nancy Lewis
Associate Administrator of Vehicle Safety
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

**RE: Defect Information Report – Supplemental Report No. 3
11V-283, FL-607, Western Star Airlines
Dealer Notice**

Ms. Lewis,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers.

- (c)(3) Total number of vehicles potentially affected: 94
- (c)(8)(ii) Dealer and distributor notification: Began and ended: December 30, 2011
- (c)(10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions, or concerns.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

Daimler Trucks North America LLC
4747 N. Channel Ave.
Portland, OR 97217-7699
(503) 745-6910 Phone
(503) 745-5544 Fax
Nasser.Zamani@Daimler.com

Subject: Western Star Airlines

Models Affected: Specific Western Star 4900 vehicles with a standard cab height and a Detroit Diesel DD13 engine manufactured October 14, 2009, through September 19, 2011.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 250 vehicles involved in this campaign.

The supply and delivery airlines for the foot valve may contact the engine air intake. Relative motion between the cab and engine may allow the delivery airlines to chafe on the air intake. Over time, a hole in a delivery airline may develop. This could eventually lead to reduced braking capacity to the front or rear brakes and increase the risk of a vehicle crash.

A new bracket will be installed and the airlines will be rerouted. Any damaged airlines will be replaced. Due to the small number of vehicles involved, advance arrangements are required. When a customer contacts you regarding this Recall, place a stock order for the kit and schedule the vehicle to arrive when the kit is available at the dealership. Freight may not be claimed.

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 number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL607AB a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL607

NOTE: Advance arrangements are required. When a customer contacts you regarding this Recall, place a stock order for the kit and schedule the vehicle to arrive when the kit is available at the dealership. Freight may not be claimed. If it is necessary to replace an airline, the line may be fabricated at the dealership or a complete line may be ordered. Any additional parts expense of \$50.00 or more (generally zip ties and air lines) requires pre-approval either with a WSC Campaign Pre-Approval Inquiry or an OWL Recall Pre-Approval Request. Additional parts expenses of less than \$50.00 require explanation in the claim comments.

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL607AB	25-FL607-000	BRKT-ASSY,PNDB,PD	A06-83883-000	1 ea	\$251.47 U.S. \$248.96 CAN
		HARN-FW OL,BAT,PN	A06-83884-000	1 ea	
		HARN-FW OL,ACC,PN	A06-83885-000	1 ea	
		Completion Sticker	WAR260	1 ea	

* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls.

Table 1

Recall Campaign

Daimler Trucks
North America LLC

December 2011
FL607AB
NHTSA #11V-283
Transport Canada #11-196

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code
FL607AB	Install new PDM bracket and adjust airline routing	4.8	996-0857C
	Install new PDM bracket, replace airlines, adjust routing	5.4	996-0857D

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 by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim®:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL607A** or **FL607B**).
- In the Primary Failed Part Number field, enter **25-FL607-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.

Advance arrangements are required. When a customer contacts you regarding this Recall, place a stock order for the kit and schedule the vehicle to arrive when the kit is available at the dealership. Freight may not be claimed.

If it is necessary to replace an airline, the line may be fabricated at the dealership or a complete line may be ordered.

Any additional parts expense of \$50.00 or more (generally zip ties and air lines) requires pre-approval either with a WSC Campaign Pre-Approval Inquiry or an OWL Recall Pre-Approval Request. Additional parts expenses of less than \$50.00 require explanation in the claim comments.

- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours .
- For OWL, the VMRS Component Code is 013-007-019.
- **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 for this recall.)
 - Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.

- Include the approved amount on your claim in sublet/outside purchases.
- In the claim story, first note the authorization number and that the claim includes a reimbursement request.
- Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
- When your claim is paid, reimburse the customer the appropriate amount.

IMPORTANT: ServicePro® 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.

Contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

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.

The letter notifying 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.

Recall Campaign

Daimler Trucks
North America LLC

December 2011
FL607AB
NHTSA #11V-283
Transport Canada #11-196

Copy of Notice to Owners

Subject: Western Star Airlines

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 wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900 vehicles with a standard cab height and a Detroit Diesel DD13 engine manufactured October 14, 2009, through September 19, 2011.

The supply and delivery airlines for the foot valve may contact the engine air intake. Relative motion between the cab and engine may allow the delivery airlines to chafe on the air intake. Over time, a hole in a delivery airline may develop. This could eventually lead to reduced braking capacity to the front or rear brakes and increase the risk of a vehicle crash.

A new bracket will be installed and the airlines will be rerouted. Any damaged airlines will be replaced. **IMPORTANT:** Advance arrangements are required for this Recall in order to ensure parts are available for your vehicle at the dealership. The Recall will be performed when the parts have arrived and are in stock at the dealership.

To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. The Recall will take up to an hour and a half 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, 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, 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

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.

Recall Campaign

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Work Instructions

Subject: Western Star Airlines

Models Affected: Specific Western Star 4900 vehicles with a standard cab height and a Detroit Diesel DD13 engine manufactured October 14, 2009, through September 19, 2011.

NOTE: Advance arrangements are required. When a customer contacts you regarding this Recall, place a stock order for the kit and schedule the vehicle to arrive when the kit is available at the dealership. Freight may not be claimed. If it is necessary to replace an airline, the line may be fabricated at the dealership or a complete airline may be ordered. Any additional parts expense of \$50.00 or more (generally zip ties and air lines) requires pre-approval either with a WSC Campaign Pre-Approval Inquiry or an OWL Recall Pre-Approval Request. Additional parts expenses of less than \$50.00 require explanation in the claim comments.

Airline Bracket Installation and Routing

1. Check the base label (Form WAR259) for a completion sticker for FL607 (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 FL607 is present, nothing further needs to be done. If no sticker is present, 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 batteries at the negative posts.
4. Open the hood.
5. Mark the air lines as needed, then disconnect them from the foot valve pass-through. See **Fig. 1**. Free the air lines from the PNDB/PDM mounting bracket, then push them out of the way to give access to PNDB/PDM mounting bracket.
6. Remove the power train PDM from the PNDB/PDM mounting bracket by releasing the two clips on the outboard side of the PDM. See **Fig. 1**.
7. Mark all of the electrical cables and their positions on the PNDB, then disconnect them from the PNDB. See **Fig. 2**.
8. Remove the PNDB from the PNDB/PDM mounting bracket. See **Fig. 2**.
9. Remove the PNDB/PDM mounting bracket from the front wall. See **Fig. 2**.
10. Install the new PNDB/PDM mounting bracket from the kit on the front wall.
11. Remove the cover in the center of the front wall above the engine, and remove the convoluted tubing from the wiring harness.
12. Disconnect and remove the two cables that go from under the cover to the PNDB from the wiring harness. See **Fig. 3**.
13. Install the two new cables from the kit to the front wall and install the cover.
14. Run the new cables with the wiring harness and install the convoluted tubing on the harness.
15. Install the PNDB on the PNDB/PDM mounting bracket.

NOTE: It may be necessary to loosen the battery cables that run under the cab to get enough slack to connect them to the PNDB.

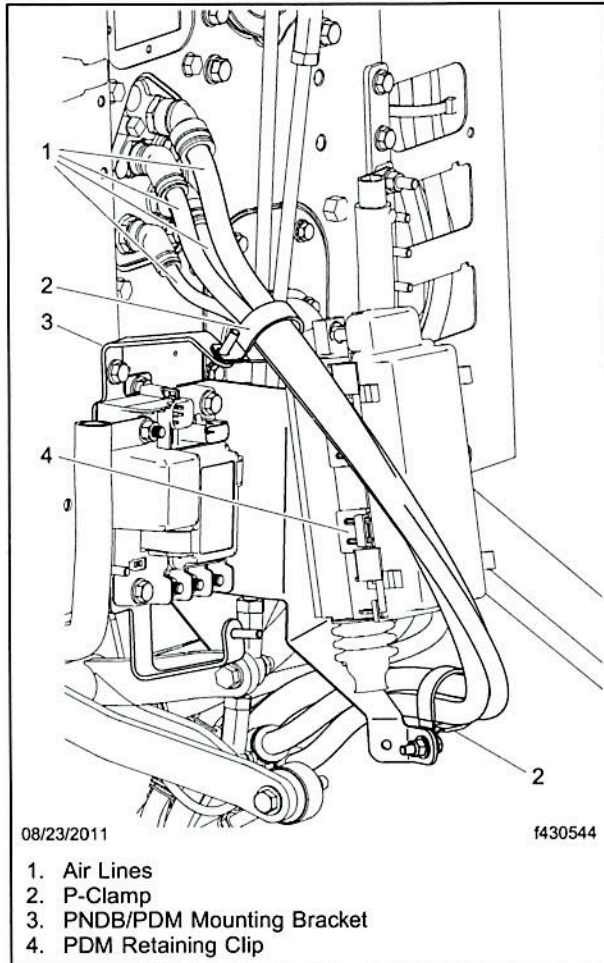


Fig. 1, Disconnecting the Air Lines

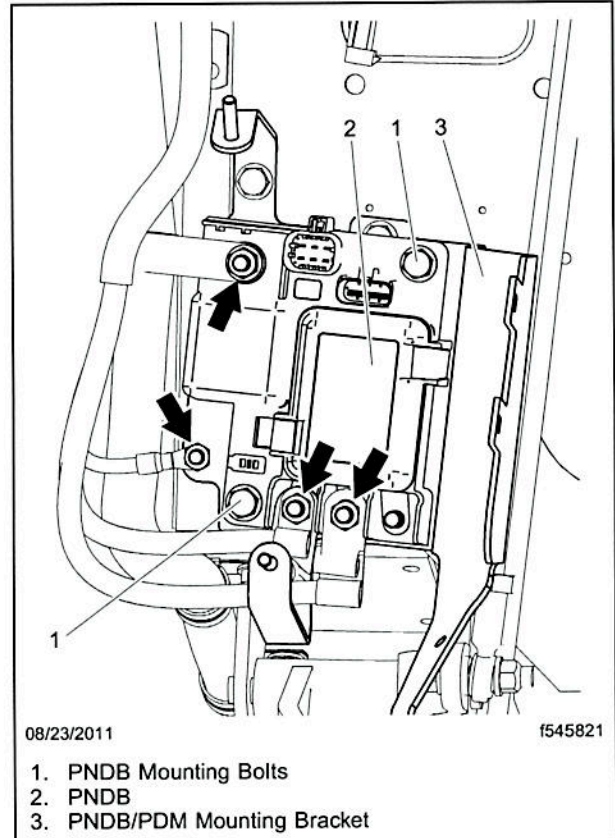


Fig. 2, Electrical Connections, PNDB

16. Connect all of the electrical connectors and cables to the PNDB. See Fig. 4.

NOTE: It may be necessary to shorten the air lines to get them to fit in the new configuration.

17. Secure the air lines to the PNDB/PDM mounting bracket, then connect them to the foot valve pass-through. See Fig. 5.

18. Install the power train PDM on the PNDB/PDM mounting bracket. See Fig. 4.

19. Connect the batteries.

20. Clean a spot on the base label (Form WAR259) and attach a completion sticker for Recall FL607 (Form WAR260) to the base label.

Recall Campaign

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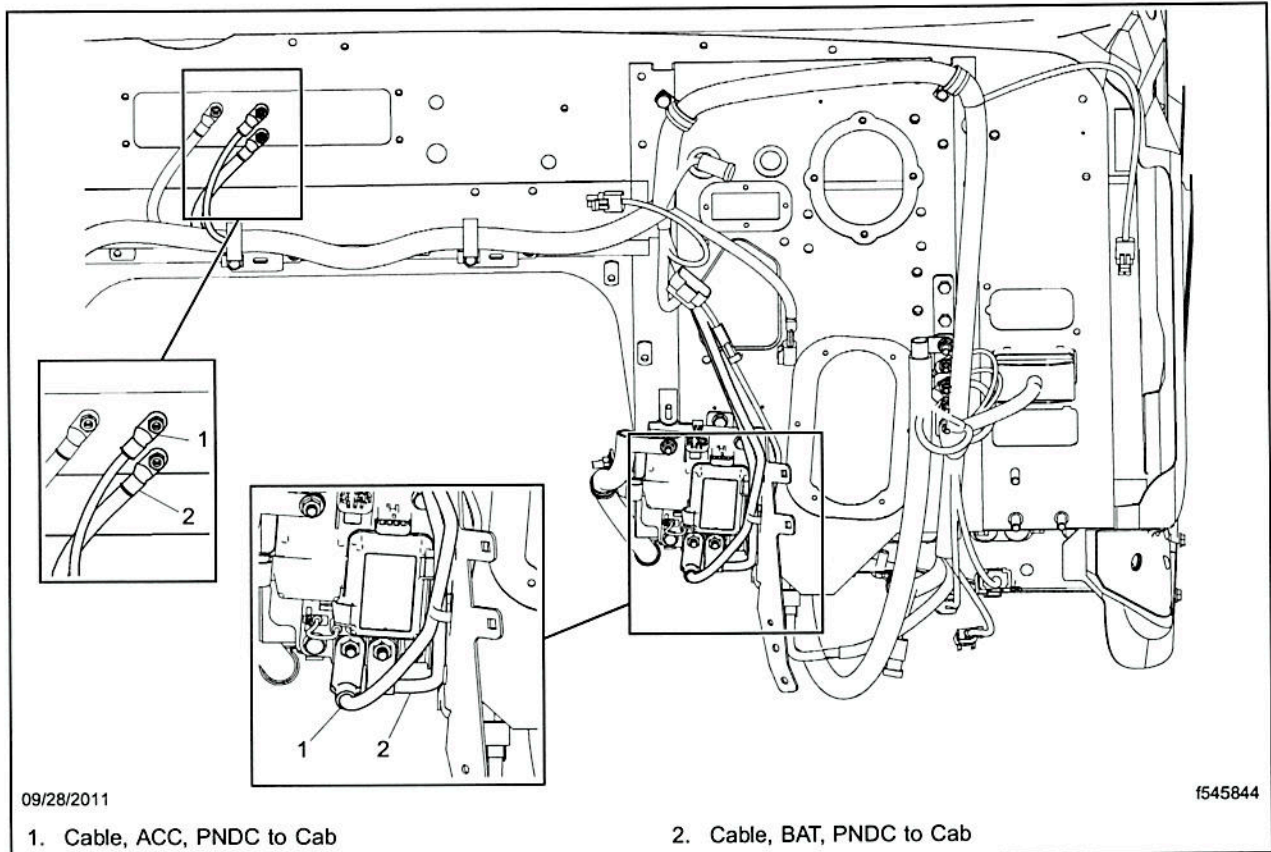


Fig. 3, Replacing Cables

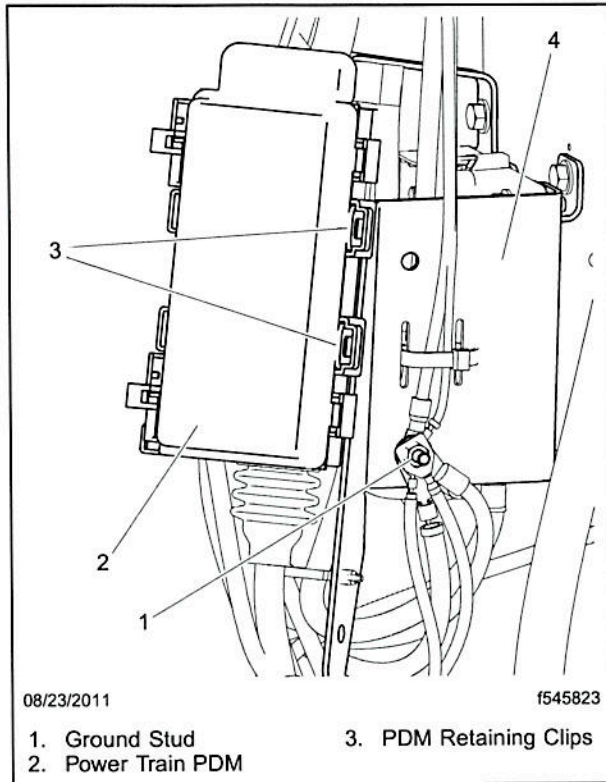


Fig. 4, New Electrical Connections, PNDB

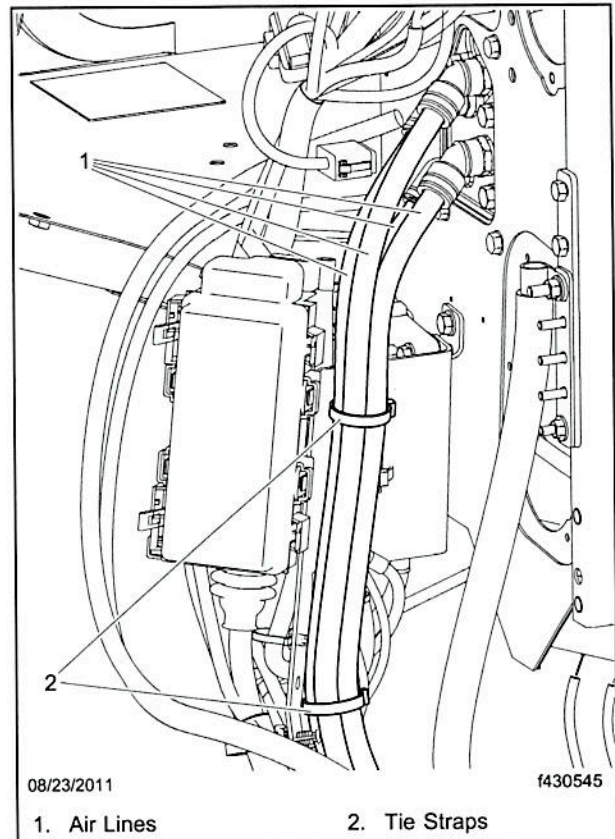


Fig. 5, Air Line Installation, New Bracket