

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #										
12/13/12	2010-2011	Mt. Aire, Essex	398										
BRAND			TYPE										
All <input type="checkbox"/>	American Star <input type="checkbox"/>	Mountain Aire <input checked="" type="checkbox"/>	All <input type="checkbox"/> T T <input type="checkbox"/>										
	Dutch Star <input type="checkbox"/>	Kountry Aire <input type="checkbox"/>	F W <input type="checkbox"/> C A <input type="checkbox"/>										
	Kountry Star <input type="checkbox"/>	Essex <input checked="" type="checkbox"/>	D P <input type="checkbox"/> D B <input type="checkbox"/>										
Scottsdale <input type="checkbox"/>	Northern Star <input type="checkbox"/>	London Aire <input type="checkbox"/>											
<table><tbody><tr><td><input type="checkbox"/> Air Conditioning & Heating</td><td><input type="checkbox"/> Electrical Components</td></tr><tr><td><input type="checkbox"/> Appliances & Accessories</td><td><input type="checkbox"/> Exterior Components</td></tr><tr><td><input type="checkbox"/> Cabinets & Furniture</td><td><input type="checkbox"/> Interior Components</td></tr><tr><td><input checked="" type="checkbox"/> Chassis Components</td><td><input type="checkbox"/> Plumbing & Bath Components</td></tr><tr><td><input type="checkbox"/> Construction Components</td><td><input type="checkbox"/> Windows, Awnings, Vents, & Doors</td></tr></tbody></table>				<input type="checkbox"/> Air Conditioning & Heating	<input type="checkbox"/> Electrical Components	<input type="checkbox"/> Appliances & Accessories	<input type="checkbox"/> Exterior Components	<input type="checkbox"/> Cabinets & Furniture	<input type="checkbox"/> Interior Components	<input checked="" type="checkbox"/> Chassis Components	<input type="checkbox"/> Plumbing & Bath Components	<input type="checkbox"/> Construction Components	<input type="checkbox"/> Windows, Awnings, Vents, & Doors
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DESCRIPTION OF PROBLEM													
<p>Diamler Truck North America LLC, on behalf of Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF473A to modify specific FCC XC Newmar motor home chassis manufactured January 25, 2010 through March 15, 2011.</p> <p>On certain vehicles, the 300 amp fuse holder is located on the starter. Due to engine rocking and vibrations at this location, the holder may crack causing possible battery power loss.</p>													
RECOMMENDED SOLUTION													
<p><u>NEEDED CORRECTION:</u> The fuse holder will be replaced and relocated to the secondary battery</p> <p><u>Please Note:</u> You must contact an authorized Diamler Truck North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership.</p> <p>To locate an authorized dealer, search online at www.Diamler-TrucksNorthAmerica.com</p> <ul style="list-style-type: none">The campaign will take approximately 1 hour and will be performed at no cost to the owner. <p><u><i>This Field Campaign will terminate on October 31, 2013</i></u></p>													

Subject: FCCC XC Chassis 300 Amp Fuse Holders

Models Affected: Specific Freightliner Custom Chassis XC
Newmar motorhome chassis manufactured January 25, 2010,
through March 15, 2011.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF473A to modify the vehicles mentioned above.

On certain vehicles the 300 amp fuse holder is located on the starter. Due to engine rocking and vibration at this location, the holder may crack causing possible battery power loss.

The fuse holder will be replaced and relocated to the secondary battery.

There are approximately 170 vehicles involved.

Additional Repairs

Dealers must complete all outstanding 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 WAR261).

Replacement Parts

Replacement parts are now available and can be obtained by ordering the kit number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF473A, 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 campaign.

Table 1 - Replacement Parts for SF473A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
SF473A	25-SF473-000	CABLE-BATTERY,POS,	A06-77513-185	1 ea	\$303.66 US \$309.75 CAN
		HOLDER-FUSE	BUS CFBAR1M8XSP	1 ea	
		FUSE-300AMP	BUS MRBF300	1 ea	
		Completion Sticker	WAR261	1 ea	

* Please charge all U.S. and Canadian Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls. This pricing does not apply to Export Distributors.

Table 1

Field Service Campaign

Daimler Trucks
North America LLC

October 2012
SF473A

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	Damage Code
SF473A	Inspect fuse holder location	0.1	996-0881A	000-Inspected
	Replace and relocate fuse holder	0.5	996-0881B	000-Modifiedx

Table 2

IMPORTANT: When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). 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 field service kit is not required or there is no completion sticker in the kit, write the campaign 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 QuickClaim or OWL:

- Claim type is **Field Service**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**SF473A**).
- In the Primary Failed Part Number field, enter **25-SF473-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.4 hours for RVs.
- For OWL, the VMRS Component Code is 034-004-105 and the Cause Code is A1 - Campaign.

This Field Service Campaign will **terminate on October 31, 2013**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on AccessFreightliner.com.

IMPORTANT: ServicePro or OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed. Also, check for a completion sticker before beginning work.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resaleable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

U.S. and Canadian dealers, 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. Export distributors submit a Web inquiry or contact your International Service Manager.

Copy of Notice to Owners

Subject: FCCC XC Chassis 300 Amp Fuse Holders

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF473A to modify specific Freightliner Custom Chassis XC Newmar motorhome chassis manufactured January 25, 2010, through March 15, 2011.

On certain vehicles the 300 amp fuse holder is located on the starter. Due to engine rocking and vibration at this location, the holder may crack causing possible battery power loss.

The fuse holder will be replaced and relocated to the secondary battery.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.DaimlerTrucksNorthAmerica.com. The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on October 31, 2013**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

IMPORTANT: When the campaign has been completed on your vehicle, please ensure that a completion sticker has been affixed to your vehicle referencing **SF473**.

Contact the Warranty Campaigns Department at (800) 547-0712, from 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, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Field Service Campaign

Daimler Trucks
North America LLC

October 2012
SF473A

Work Instructions

Subject: FCCC XC Chassis 300 Amp Fuse Holders

Models Affected: Specific Freightliner Custom Chassis XC
Newmar motorhome chassis manufactured January 25, 2010,
through March 15, 2011.

Fuse Holder Inspection and Replacement Procedure

1. Inspect the base label (Form WAR259) for campaign completion sticker SF473 (Form WAR261), indicating that the work has been completed. If a completion sticker is present for campaign SF473, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Inspect the starter to see if the 300 amp fuse holder is mounted to the starter power stud.

If the fuse holder is mounted to the starter power stud, proceed to the next step.

If the fuse holder is already mounted to the secondary battery, no work is needed. Clean a spot on the base label (Form WAR259). Write the campaign number, SF473, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.

4. Disconnect the battery cables.
5. Remove the battery cable that is routed from the starter to the disconnect switch.
First remove the battery cable from the disconnect switch. Then remove the other end of the battery cable from the starter. Other cables may be stacked on the starter power stud, if so, remove as necessary.
6. Remove the fuse and fuse holder from the starter. If the fuse holder is broken, remove the broken piece from the power stud. See **Fig. 1** for an example of a broken fuse.

Discard the battery cable, fuse, and fuse holder.

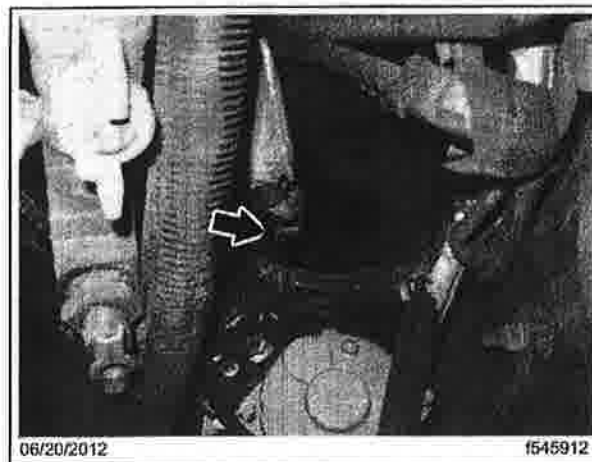


Fig. 1, Broken Fuse

7. Replace any stacked cables to the starter power stud and tighten 20 lbf-ft (27 N-m). Coat the starter power stud with dielectric red enamel.
8. Attach the new battery cable to the battery disconnect switch. Tighten the battery disconnect switch nut 70 to 90 lbf-in (791 to 1017 N-cm).
9. Using as many of the previous cable supports as possible, route the battery cable to the battery assuring the cable is not rubbing against the frame rail or any other components. See Fig. 2.
10. Attach the other end of the new battery cable, the new fuse, and new fuse holder to the positive battery post of the secondary battery . See Fig. 3. Tighten the fuse nut 96 to 108 lbf-in (1085 to 1220 N-cm).

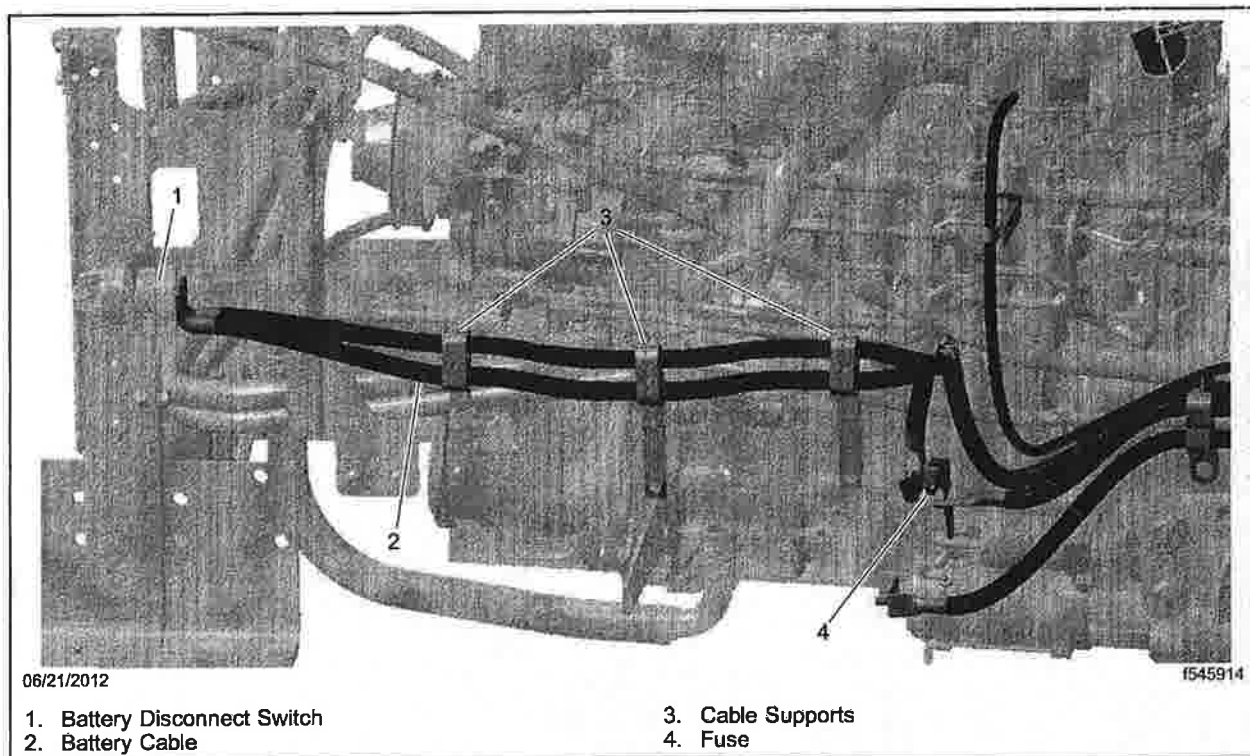


Fig. 2, Fuse Mounted on the Power Stud

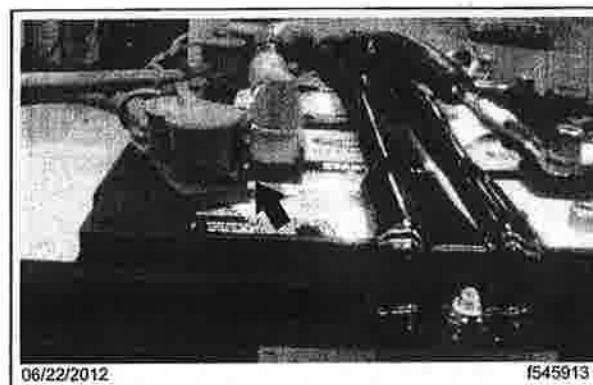


Fig. 3, Battery-Mounted Fuse

Field Service Campaign

**Daimler Trucks
North America LLC**

**October 2012
SF473A**

11. Reattach both battery cables removed in step 4 to the battery and tighten 20 lbf·ft (27 N·m).
12. Clean a spot on the base label (Form WAR259). Write the campaign number, SF473, on the blank grey completion sticker provided (Form WAR261) to indicate the work has been completed and attach it to the base label.