

NVS-2003

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Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590
1-888-327-4236

July 31, 2006

Dear Sirs,

Having received several recalls on my 2004 Sterling Dump Truck, I decided to follow up on these recalls.

First problem was when trying to keep my warrantee inforce by doing what the owners manual states, to have the valves adjusted at 50,000 miles. Two weeks before I had a fuel line rub because a plastic bracket broke, causing the lines to rub together, causing the fuel line to spill fuel on highway and costing me four hours down time to repair.

I made the repair with a rubber hose and 2 clamps for \$2.50. This was at 47,000 miles. I made an appointment with Freightliner of Southern Alabama Inc. Enclosed you will find I did my part to insure the engine warrantee would be followed properly on my part.

Now, I also tell the service advisor, Larry Digger, I want the fuel line replaced under warrantee because it broke 2 weeks prior. No problem, bring it in, we will look at it at the time we adjust the valves.

Anamari
8/14/06

Now I go to my appointment. I show them the line and they say fine we will fix it. I also point out that the other line has been rubbing and you can see it. I get the reply, we can't fix it if it is not leaking. I also point out the AC lines are rubbing on the fuel filter and the accelerator is rubbing on the 1 1/2 braided line going to the turbo. We can't fix that, it is not broken. They told me that Long Lewis didn't do their job in preping the truck before delivery. This is just passing the buck!!

Well, I came back the next day, they did the valve job, but did not replace the fuel line under warrantee. I was told ,we don't have the peice you cut out to make the repair. Well, I made the repair while on the road two weeks prior. I don't have the 3" piece. I had to cut it out to make the repair. I told them to sell me the line and I will make the repair myself. They said No we can't do that, it's under warrantee. A no win situation in my book.

I called Long Lewis, where I bought the truck, to have them ship me a new line. I get the same answer, No we can't send it to you, it's under warrantee.

Now, I receive a recall at 122,000 miles, and by the way, my repair to the fuel line is still holding.

The recall is for fuel line can rub or crack resulting in fuel on the highway. Go figure, this notice was exactly what I requested be done while under warrantee at 47,000 miles. Oh! by the way, my valve cover gasket leaked after the valve job I paid for. I was not about to go back and have them charge more.

I get another recall to have the fuel line have a primary valve installed under recall. No charge.

My wife called a number on the recall to find a different vendor to take care of the recall notices.

My wife is told Western Star of Dothan will do the work. She made the appointment one month ahead of time with Mel, the service manager. Both my wife and I tell him about the broken fuel line that I repaired at 47,000 miles, but could not get it fixed because I didn't have the 3" piece I replaced. He said to me that doesn't sound right. Bring it in, there is a recall for this problem. I mailed pictures of the fuel line to Mel to make sure all the lines would be covered under the recalls. He said everything was covered and that there would be no charges to me.

I take my truck in for the appointment, and to my surprise, Mel has retired four days before my appointment. I have to tell the situation all over to the new Service Manager. Also give him all the recall notices for broken fuel line and primer valves.

I waited four hours while they fixed my truck. two lines and install the primer fitting under recall.

They finish, they road test it, then the Manager says your all set, no charge it's taken care of under the recall notices. Six days later I get a bill for \$207.97. Well, I do not pay for recall work or warrantee work. I sent them a letter.

I don't know what to do next.

Enclosed please find: copies of:

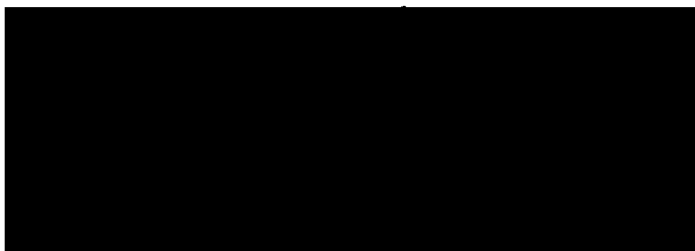
Freight liner of Dothan for my valve adjustment, which I paid for to keep my warrantee in force.

2 recall notices

Bill from Western Star

My letter to Western Star.

Sincerely,





FOUNTAIN FL



Modification 05M-4

Attention Equipment Owner:

Detroit Diesel Corporation (DDC) has determined that certain low pressure fuel lines ~~will need to be inspected and a fuel priming valve installed~~ on affected non-EGR MBE 4000 engines equipped in Freightliner, Sterling, and Western Star Trucks. In addition, certain Freightliner vehicles will have a new low pressure fuel supply line and fuel filter stiffening bracket installed.

Records available to us indicate that your equipment has one of these affected engines. Please contact your local authorized repair facility to arrange a service date.

Instructions for this modification have been sent to your local authorized repair facility and the labor time required to perform this modification is approximately 3.5 hours. This service will be completed for you at no charge, prior to October 24, 2006, under the provisions of this modification notice.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

| Serial Number | VIN |
|---------------|-------------|
| | 2FZHAZCVX4A |

Gebe
7-4130
MEL RW



DETROIT DIESEL

CORPORATION



Pam



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Safety Recall 06C-2



This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Detroit Diesel Corporation (DDC) has decided that a defect which relates to motor vehicle safety exists in certain Non-EGR MBE 4000 engines equipped in Freightliner, Sterling, and Western Star Trucks.

Previously you were advised of Modification 05M-4 dated October 24, 2005. The low ~~pressure fuel line can crack or rub through resulting in fuel on the highway surface~~ creating skid hazard. This could result in a crash.

Records available to us indicate that your vehicle is equipped with one of these affected engines. Low pressure fuel lines will need to be inspected and a Fuel Priming Valve Kit installed on affected Non-EGR MBE 4000 engines. In addition, certain Freightliner vehicles will have a new low pressure fuel supply line and fuel filter stiffening bracket installed. DDC will repair your engine at no charge to you in order to prevent potential fuel leaks and engines losing fuel prime. If you have already had this work performed under Modification 05M-4 there is no need for additional service. If you have **not** had this service completed please take your unit to the closest Authorized Repair Facility to have the work performed. We estimate that the labor time required to perform this Safety Recall on your engine is approximately 2.0 hours.

If you have any questions about this Safety Recall you may call 1-313-592-3708. If you believe that DDC has failed or is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

*1-313
592-3708*

CALL BACK THURSDAY





Engine Serial Number

VIN



2FZHAZCVX4A



THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).