

NYS-200

[Redacted]

-Produce Commission Merchants-
MARYLAND WHOLESALE PRODUCE MARKET



NAPAR

[Redacted]

Fruits and Vegetables

EXECUTIVE SECRETARIAT

2010 MAY 10 P 1:51

RECEIVED - NHTSA



CL-10331745-3201

Administrator, NHTSA
1200 New Jersey Avenue, SE.
Washington, DC 20590

MAY 11 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

RE: FL 527AB/ NHTSA #08V-137

To Whom It May Concern:

Just the other day I received a recall letter regarding defective spindle nuts on Sterling and Freightliner Trucks. Unfortunately for us, this recall letter was about a month late.

On March 18, 2010 my truck, VIN# 2FZACFCSX4A [Redacted] was involved in an incident identical to the one described in the recall letter. While driving down the highway, my driver began to feel the truck pull, and by the time he pulled it to the side of the road, the wheel was almost completely separated from the truck. Fortunately, no one was hurt, but it was not a cheap fix, and we did incur disruption to our normal delivery schedule.

I have attached a copy of our bill from that day. If you could please point me in the direction of the person handling claims like these, I would appreciate it.

Records [Redacted]

KB
052110
TGW

Daimler Trucks North America LLC

Daimler Trucks North America LLC
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone
503.745.9009 Fax

April 2010
FL527AB
NHTSA #08V-137
REMINDER NOTICE

Subject: Medium Duty Axle Spindle Nuts

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice is also sent in accordance with the Canadian Motor Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiaries, Sterling Truck Corporation and Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Business Class and Business Class M2; Sterling Acterra; and Freightliner Custom Chassis FS65 and B2 (Thomas Built Buses C2 Saf-T-Liner) school bus chassis and FB65 shuttle bus chassis manufactured between January 26, 2000, and March 24, 2008, by ArvinMeritor or Axle Alliance Company with 6,000 or 8,000 pound front axles and a four-piece spindle nut set.

Installation of a four-piece spindle nut set with a thin spindle nut may lead to damage of the wheel end, including incorrect end play, degradation of lubrication, wear of the spindle nut and bearing journal, oil contamination with metal shavings, and premature bearing failure. Outer wheel bearing failure will cause noise and vibration that will be noticeable to the driver and the Antilock Braking System warning light will illuminate. Continued operation with the warning light illuminated may result in wheel separation and a possible vehicle crash.

The existing four-piece spindle nut set will be replaced with a more robust nut set using a thicker, harder inner nut and a new hub cap will be installed.

Our records indicate that your vehicle(s) has not yet had this recall performed. Please make arrangements to have this repair done as soon as possible. If it has been completed, please disregard this letter.

Parts are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer. To locate a dealer, search online at www.FreightlinerTrucks.com, www.SterlingTrucks.com, or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL527AB**. Once parts are received at the dealership, the recall will take approximately two to three and a half hours, depending on the work needed, and will be performed at no charge to you.

IMPORTANT: When the Recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL527AB**.

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 are not able to have the defect remedied without charge and within a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, 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 or (800) STL-HELP, after normal business hours. You may also 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>. If your vehicle is involved in the Canadian portion, you may wish to notify Transport Canada, ASFAD, Place de Ville Tower C, 330 Sparks Street, Ottawa, ON K1A 0N5, or phone (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

8799

BUCHANAN TRAIL EAST, LLC

6557 BUCHANAN TRAIL EAST
P.O. BOX 207

3800 WAYNESBORO, PA 17268
(717) 762-5014 • FAX (717) 762-7906

1-210-579-3800
MPTCH

DATE: 3/18/2010
 NAME: [REDACTED]
 PHONE NUMBER: [REDACTED]
 NAME: PRODUCE CO.
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED]

CITY	STATE					
191817 MPTCH						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1-	NOT KPT.		23.56
1-	SPOON		700.21
1-	HUB.		815.42
1-	FRONT DISC.		285.76
1-	BBW PROG.		14.51
1-	BBW PROG.		41.06
1-	WHEEL SEAL		48.00
1-	BOR.		315.00
1-	TOW PROG.		325.00
1-	EXTRA MOUNT PROG.		75.00
1-	GRABOPL		8.00
1-	SEALER		4.50
1-	NUTS+BOLTS+LOCKS		12.00
	Overnight charge UPS		85.00
			2753.02
		TAX	165.18
		TOTAL	2918.20

All claims and returned goods must be accompanied by this bill.

Received by: [Signature]

THANK YOU

[REDACTED] **Inc.**

— Produce Commission Merchants —
MARYLAND WHOLESALE PRODUCE MARKET

JESSUP, MD [REDACTED]



Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave, SE.
WASHINGTON, DC 20590

