



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

JAN 26 2011
09-SEP-2010

Repository

Reference No.
10354753

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: TYLER State: TX Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FVACWCS65D [REDACTED]
Make: FREIGHTLINER Model: BUSINESS CLASS M2 Model Year: 2005
Date Purchased: Feb/2005 Dealer's Name and Telephone Number: Tyler Truck Ctr. / 903 593-2575 Engine: No: Cylinders: Diesel Fuel Type: Diesel
Original Owner: Dealer's City: Tyler State: TX Zip Code: 75701
Transmission Type: 6 speed Antilock Brakes: Powertrain: Multiple Failure: YES FRONT STEERING AXLE Incident Date(s): 25-SEP-2009
Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 106000 POWER TRAIN: AXLE ASSEMBLY Failure Mileage: Failure Speed: 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

~~Tire Make: Bridgestone Tire Model (Name or Number): R260 Tire Size (Example P215/65R15): 11R225
DOT No. (Example: DOTM19ABC050): USDOT 569192 Original Equipment: Failure Location: Repair
Tire Component Code: N/A Tire Failure Type: N/A~~

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

~~Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:~~

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: Y

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2005 FREIGHTLINER BUSINESS CLASS M2. WHILE DRIVING APPROXIMATELY 40 MPH, THE FRONT DRIVER SIDE TIRE AND WHEEL ASSEMBLY DETACHED FROM THE VEHICLE AND ROLLED ACROSS THE ROAD CRASHING INTO THE SIDE OF A BRICK HOUSE CAUSING MODERATE DAMAGE. THERE WAS NO PERSONAL INJURY. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER. THE TECHNICIAN INFORMED THAT THE FAILURE WAS CONTRIBUTED TO THE FRONT AXLE WHEEL. THE VEHICLE WAS REPAIRED UNDER THE NHTSA CAMPAIGN ID NUMBER 08V137000 (POWER TRAIN:AXLE ASSEMBLY). THE IDENTICAL FAILURE REOCCURRED ON A SEPARATE OCCASION AFTER THE REMEDY REPAIR HAD BEEN PERFORMED ON THE VEHICLE. THE VEHICLE WAS REPAIRED AT THE DEALER. THE CONTACT EXPRESSED SIGNIFICANT CONCERN OF THE SAFETY HAZARD. THE FAILURE MILEAGE WAS UNKNOWN.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

JARS TRUCK AND TRAILER REPAIR
5152 HWY 271
TYLER, TX 75708

Invoice

Date	Invoice #
1/5/2011	2947

Bill To
GMS
TYLER, TX.

MAKE	YEAR	MILEAGE	UNIT	VIN	METHOD OF PAYMENT
F-LINER	2005	436415	7111	5D [REDACTED]	Amex

Quantity	Description	Rate	Amount
1	PM	100.00	100.00
1	LUBE	8.00	8.00T
28	MOTOR OIL	3.06	85.68T
1	FILTER	24.19	24.19T
1	FILTER	19.68	19.68T
1	FILTER	20.22	20.22T
3.2	CHECK UNIT FOR NOT HOLDING CHARGE. CHECK BATTERIES & ALTERNATOR. FOUND BATTERY SHORTED INTERNALLY & ALTERNATOR DEFECTIVE. REPLACE BATTERIES & ALTERNATOR & RE-CHECK OK.	70.00	224.00
2	BATTERIES	89.00	178.00T
1	ALTERNATOR	197.69	197.69T
0.8	MOVE DRIVER SEAT FORWARD.	70.00	56.00
1.5	CHECK AIR LEAK. REPAIR LEAK & REMOVE MOISTURE EJECTORS & INSTALL MANUAL DRAINS.	70.00	105.00
2	FITTING	1.09	2.18T
2	VALVE	9.98	19.96T
2	DISASSEMBLE FRONT LEFT STEER HUB ASSEMBLY. INSPECT ALL BEARINGS AND RACES, FOUND DAMAGED. INSTALL NEW BEARINGS AND RACES. INSTALL NEW OIL SEAL AND REASSEMBLE HUB TO UNIT AND TOP OFF HUB OIL.	70.00	140.00
1	75/90 SYN	7.90	7.90T
1	GASKET	5.18	5.18T
1	BEARING	23.14	23.14T
1	BEARING	17.50	17.50T
1	RACES	45.55	45.55T
1	RACES	23.07	23.07T
1	SIGNAL SWITCH	109.83	109.83T
1	BULKHEAD MODULE	811.65	811.65T
1	REPROGRAM BULKHEAD MODULE	130.80	130.80T

*This has to be replaced
 All the time.
 There is a major problem
 with these trucks.
 Done on Invoice
 1/5/2011*

Sales Tax (6.75%)
Total

**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

December 2008
FL527AB
NHTSA #08V-137

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.

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 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 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

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 Freightliner 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 Freightliner LLC dealer.

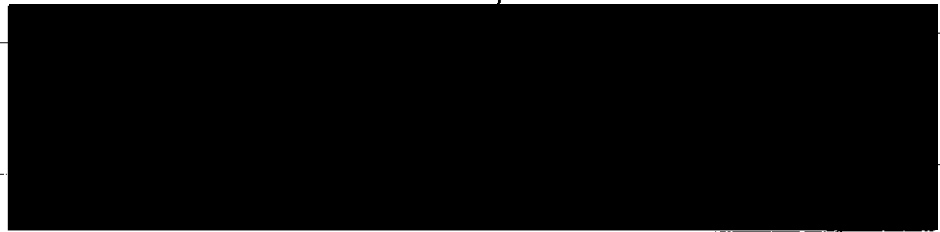
Please speak with your Freightliner LLC authorized dealer concerning this matter.

JAN 14, 2011

TOTAL cost to me

\$ 23,112.70

Thank You



Conner Construction
 12964 CR 3300
 Brownsboro, TX 75756

Estimate

Date	Estimate #
9/7/2009	23

Name / Address
Cash XXXXXXXXXX Murchison TX

			Project
			Morrison
Description	Qty	Rate	Total
Demo	1	500.00	500.00
On-Site Dumpster	1	400.00	400.00
Interior Walls - Repair walls and replace window	1	5,000.00	5,000.00
Painting	1	3,000.00	3,000.00
		Subtotal	\$8,900.00
		Sales Tax (0.0%)	\$0.00
		Total	\$8,900.00

Attn: [REDACTED]

Auto Loss Details

Policy: [REDACTED]
Description: 2005 FREIGHTLNR M-2

Claim Assignment Information

Claim #: [REDACTED]
Date of loss: 09-02-2009
Time of loss: 12:00 PM
Claim status: CLOSED
Cat loss: No

Office: CST43
Unit: 43
Representative: UNKNOWN
Phone: UNKNOWN

Driver: [REDACTED]

Facts of loss: F: VEH WAS HEADED EASTBOUND AND TIRE FELL OFF [REDACTED] WAS SLOWING DO BUT TIRE WENT THROUGH WINDOW OF GARAGE AT RESIDENCE ON SIDE OF ROAD. OWNER HOME IS [REDACTED] OR [REDACTED] THERE WAS A RECALL O TRUCKS, VEHICLE HAD BEEN IN SHOP AND REPAIRED. DIXIE PAPER TRUCKS IN TOWN HAVE HAD SAME PROBLEM W/ THEIR VEHICLES. A: 403/200 POSS MECH FAILURE/WARRANTY OR RECALL 200 OWED AS LIAB UNCLEAR S:TBD

Surchargeable: No

Coverages Paid

Coverages	Amount Paid	Subrogated Amount
B - PROPERTY DAMAGE LIABILITY (PD)	11,230.00	0.00
G - COLLISION	2,982.70	0.00
Total	14,212.70	0.00

Print

OK

State Farm Mutual Automobile Insurance Company, Bloomington, Illinois

Nataly

INFORMATION SERVICE ORDER

Order # 15074
 *QMS INC
 TYLER, TX 75713

VIN 1FVACWGS85D
 Customer Fleet ID 7381
 Year 05
 State FTL
 Model M2

Unit #	Amount	Billing	Terms	Writer	Reviewer	Date In Service	Special
15074	508,000	SCH	COD	820870		2/28/05	

4417

Spindle 5.9
 Bearings 1.9
 Tie Rod 1.0
 T/B Ass 6.7
 Spider 0.9
 Verify Repair .3

WARRANTY
 THIS WARRANTY IS LIMITED TO THE ORIGINAL BUYER AND IS VOID IF THE BUYER HAS NOT REGISTERED THE VEHICLE WITH THE STATE OF TEXAS.
 THIS WARRANTY IS VOID IF THE BUYER HAS NOT MAINTAINED THE VEHICLE IN ACCORDANCE WITH THE MAINTENANCE SCHEDULE.
 THIS WARRANTY IS VOID IF THE BUYER HAS NOT MAINTAINED THE VEHICLE IN ACCORDANCE WITH THE MAINTENANCE SCHEDULE.
 THIS WARRANTY IS VOID IF THE BUYER HAS NOT MAINTAINED THE VEHICLE IN ACCORDANCE WITH THE MAINTENANCE SCHEDULE.

Parts
 Labor
 Sublet
 Misc
 Shop Total
 Misc. Supplies
 Taxes
 Total

CASH

87-3818 SERVICE ORDER Page 1
1974 Order 18274 **SERVICE ORDER**
*CNS INC **8805201003**
TYLER, TX 75713 **F.O. Number / A**
VIN 1FVACWCS880 **Invoice Date**
Customer Fleet ID 7541
Year 05
State FTL
Model M2

PLANT	Plant	Term	Order	Revision	Date In Service	Photo
308,883	SOH	COB	520870		2/28/05	

***R&R FRONT WHEEL BEARINGS AND /**

**PAIR DRIVERS SIDE STEER AXLE CALL CUSTOMER WITH ESTIMATE IF NOT WARRANTY
BRING PARTS TO BACK OF TRUCK**

Qty	Description	Price	Extended
	LABOR TO PERFORM REPAIRS		1,005.80
00000	BRAKLEEN 3M	3.58	7.36
A32110887	AY-SPIDER BRK	89.49	89.49
P4823021901	KNUCKLE,LH	360.65	360.65
P482302082	NUT-WHEEL BRG, OUTER	9.71	9.71
P482302162	WASHER WHEEL BRG ADJ SLD	3.92	3.92
P482302701	WASHER LOCK-TANGED SLD	1.73	1.73
P482302732	NUT-WHEEL BRG, INNER	8.74	8.74
P482302732	CUP	8.58	8.58
P482302732	TAPERED BEARING	15.04	15.04
P482302732	TAPERED BEARING	13.39	13.39
P482302732	TAPERED BEARING	37.88	37.88
P482302732	GR SEAL	17.73	17.73
P482302732	L.H. TIE ROD END	81.08	81.08
P482302732	HUB CAP	19.43	19.43
	ALIGNMENT	125.00	125.00
	ISAACS WRECKER	400.00	400.00
	Freight Charge	100.00	100.00
Total Labor	1,005.80	Total Parts/Other 1,369.83	Operation Total 2,365.63

USDOT 569772

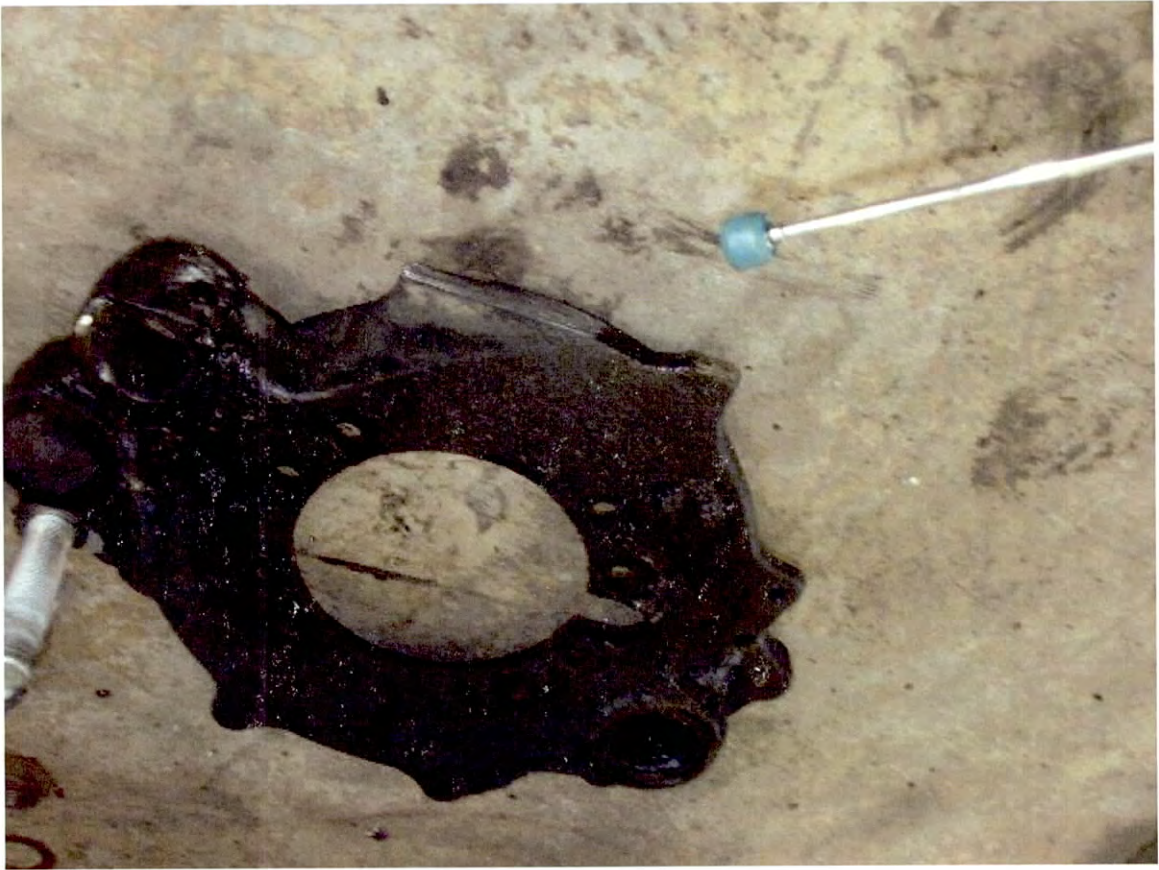
GMS, INC.
Tyler, Texas



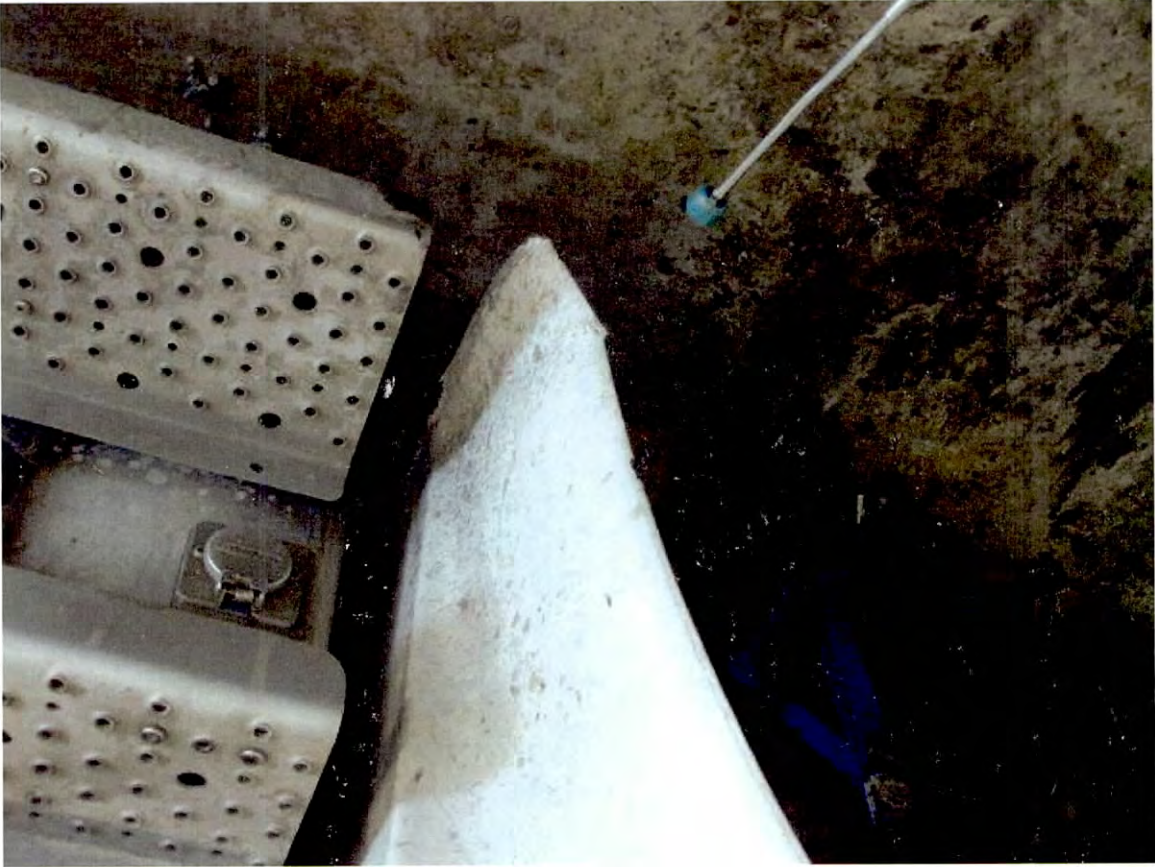






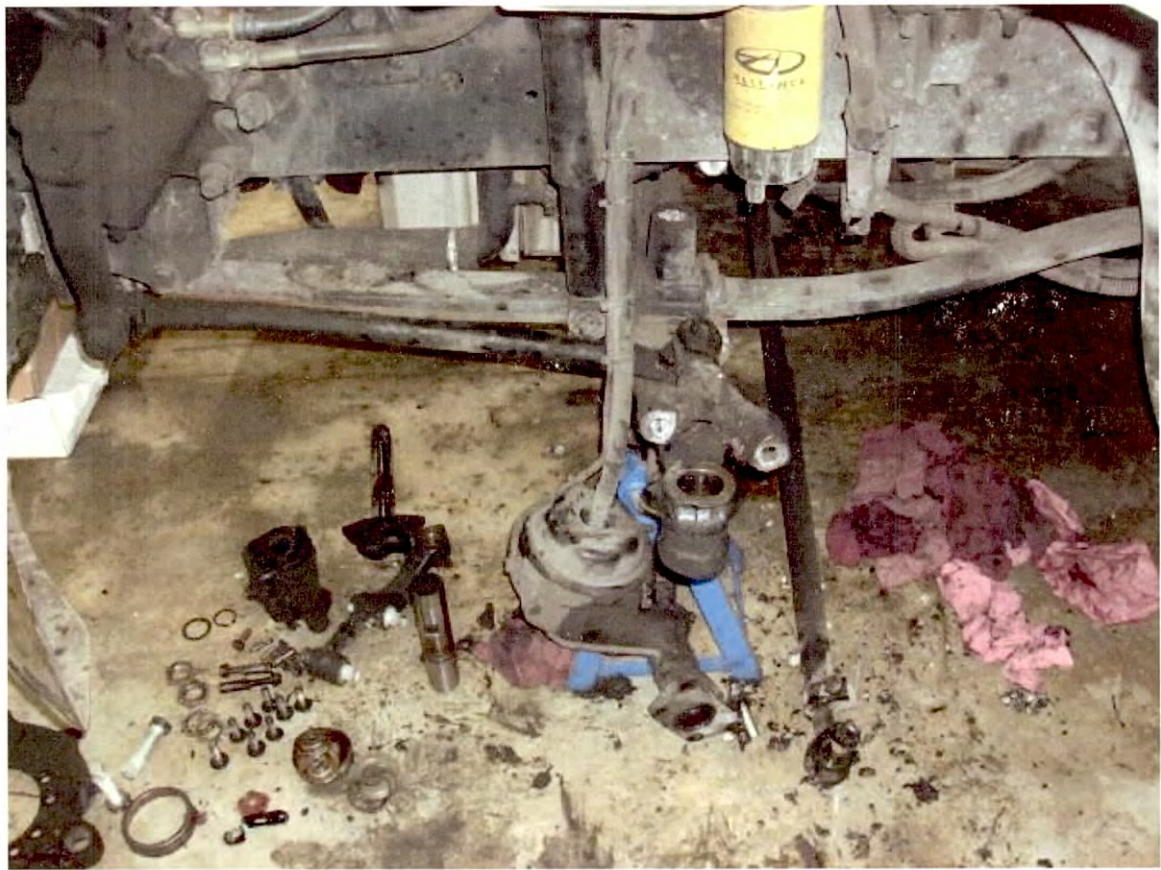



















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***                                     01/03/11 02:03:11 PM
***
*** Company : A
*** Claim Number : ██████████
*** Insured Name : GMS INC
*** Requester Name : ██████████
*** Requestor ID : CR10
*** Total Number of Documents: 21
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*****
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*****
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Client photos

