

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received <b>NOV 16 2011</b> 05-OCT-2011		Repository <input type="checkbox"/> Reference No. 10428748			
<b>OWNER INFORMATION (Type or Print)</b>						Daytime Telephone Number [REDACTED]		E-mail Address	
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]					
City HORICON		State WI		Zip Code [REDACTED]					
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).									
<b>VEHICLE INFORMATION</b>									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FUJGLDEXAS [REDACTED]				Make FREIGHTLINER		Model CASCADIA		Model Year 2010	
Date Purchased 2/18/10		Dealer's Name and Telephone Number TRUCK COUNTRY 1-800-236-6061				Engine: No: Cylinders 6		Fuel Type: Diesel	
Original Owner <input type="checkbox"/>		Dealer's City MILWAUKEE		State WI	Zip Code 53154				
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 17-AUG-2011			
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>									
Vehicle Component Code: 010000 STEERING						Failure Mileage 170333		Failure Speed	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>									
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)				
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:					
Tire Component Code					Tire Failure Type:				
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>									
Make:			Date Manufactured:			Model No./Name:			
Seat Type:			Installation System:						
Child Seat Component Code:			Failed Part:						
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)									
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths		Reported to Police N	
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 2010 FREIGHTLINER CASCADIA. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DETECTED THAT THE RACK AND PINION STEERING WAS FAULTY. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE FAILURE MILEAGE WAS 170,333.									
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 to 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.									



TRUCK COUNTRY -  
 APPLETON  
 2401 PROGRESS WAY  
 KAUKAUNA, WI 54130

INVOICE NO.	R202042428:01
INVOICE DATE	08/09/2011
P.O. NUMBER	
VIN	1FUJGLCV39L [REDACTED]
UNIT	[REDACTED]

**Warranty Customer Copy**

THE REPAIRS LISTED BELOW ARE BEING SUBMITTED FOR WARRANTY CONSIDERATION WITH NO CURRENT CHARGES DUE FROM THE VEHICLE OWNER FOR THESE REPAIRS.

Owner:

[REDACTED]  
 HORICON, WI [REDACTED]

Bill To:

WARRANTY FREIGHTLINER  
 DUBUQUE, IA 52001

WORK PHONE: [REDACTED]

HM PHONE: [REDACTED]

CUST# &SWF	ADVISOR	179	EN	460975U0918371	COLOR	RED	SCHED	8/3/11	UNTID	299139	
YEAR	09	MAKE	FTL	MODEL	CA125	MILES	292929	INSVC	11/6/08	ACCT	CHG

JOB#2 46

SWF STEERING

CLAIM NUMBER# [REDACTED]

CONDITION PARTS POLICY PER MARK G FOR STEERING RACK REPLACEMENT  
 CAUSE

CORRECTION JACKED STEER AXLE UP & FOUND PLAY IN LEFT INNER TIE ROD END, HAD FOREMAN ALSO CHECK OUT 3168-REMOVED LINES TO RACK AND PINION, TIE ROD ENDS, MOUNTING BOLTS, STEER SHAFT, INSTALLED NEW RACK, SWAPPED FITTINGS OVER, RE-INSTALLED LINES, STEER SHAFT WITH NEW PINCH BOLT, TOQURED, NEW MOUNTING BOLTS TOQURED, RE-INSTALLED TIE ROD ENDS AND TOQURED INSTALLED NEW COTTER PINS, FILLED RES AND RAN UNIT TOPPED OFF RES, HOOKED UP ALIGNMENT MACHINE AND ADJUSTED TOE, RAN UNIT CHECKED FOR LEAKS NO LEAKS FOUND FLUID LEVEL GOOD TAGGED OLD RACK FOR WARRANTY

QTY	ITEM	DESCRIPTION	TECHNICIAN
46		STEERING	TECH NO. 3168
1	202F/A14-17666-001 VMRS	GEAR-MASTER,STEERING,R/P,LZS5, 015-013-001-11-03-00-00-000	

**DISCLAIMER OF WARRANTIES**

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER, IF ANY. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TRUCK COUNTRY OF WISCONSIN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 6, 7 AND 12 OF THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATOR OR WAGE AND HOUR DIVISION ISSUED UNDER SECTION 14 THEREOF. TRUCK COUNTRY DOES EXPRESS A LIMITED NON-TRANSFERRABLE WARRANTY, TO THE ORIGINAL PURCHASER, ON TECHNICIAN WORKMANSHIP ISSUES FOR 30 DAYS FROM THE COMPLETION DATE OF THIS REPAIR ORDER. A FINANCE CHARGE OF ONE AND ONE-HALF PERCENT (1 1/2 %) PER MONTH IS APPLIED TO ALL ACCOUNTS 30 DAYS PAST DUE. THIS EQUALS AN ANNUAL PERCENTAGE RATE OF EIGHTEEN PERCENT (18%).

RECEIVED BY: \_\_\_\_\_

SIGNATURE X \_\_\_\_\_



FAMILY OWNED SINCE 1958

TRUCK COUNTRY -  
 APPLETON  
 2401 PROGRESS WAY  
 KAUKAUNA, WI 54130

INVOICE NO.	R202042632:01
INVOICE DATE	08/17/2011
P.O. NUMBER	
VIN	1FUJGLDVXAS [REDACTED]
UNIT	[REDACTED]

Warranty Customer Copy

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Owner:

[REDACTED]  
 HORICON, WI [REDACTED]

Bill To:

WARRANTY FREIGHTLINER  
 DUBUQUE, IA 52001

WORK PHONE: [REDACTED]

HM PHONE: [REDACTED]

CUST# &SWF	ADVISOR	179	EN	471901S0035298	COLOR	RED	SCHED	8/12/11	UNTID	317221	
YEAR	10	MAKE	FTL	MODEL	CA125	MILES	170333	INSVC	2/18/10	ACCT	CHG

JOB#2 46 SWF STEERING

CLAIM NUMBER# [REDACTED]

CONDITION POLICY PARTS RACK AND PINION ONLY PER MARK GRETZINGER - REPAIR FOR THE CUSTOMER COMPLAINS OF PLAY IN THE STEERING.

CAUSE

CORRECTION JACKED UP FRONT END CHECKED PLAY IN WHEELS ON BOTH SIDES . FOUND PLAY ON LEFT SIDE IN RACK AND PINION . REMOVED ORIKA . CLAMP FROM BOOT INSPECTED . JAM NUT . NUT WAS TIGHT . I INSTALLED ORIKA CLAMP JACKED UP TRUCK AND REMOVED WHEELS FROM TRUCK. REMOVED STEERING COLUUM PINCH BLT AND SAHFT. REMOVED THEN THE POWER STEERING LINES FROM TRUCK. REMOVED COTTER PINS AND CATLE NUTS REMOVED TIE ROD ENDS AND THE REMOVED MOUNTING BOLTS FOR RACK AND PINION. INSTALLED NEW RACK AND PINION TORQUED MOUNTING BOLTS TO SPEC, CLEAEND TIE ROD END HOLES AND INSTALLED NEW TIE ROD END CASTLE NUTS AND TORQUED TO SPEC AND THEN INSTALLED NEW COTTER PINS. REMOVED OLD POWER STEERING HOSE FITTING FROM THE OLD RACK AND CLEANED THEM OFF AND INSTLLED THE FITTINGS ONTO THE NEW RACK AND TORQUED THEM TO SPEC. REINSTALLED THE POWER STEERING LINES AND THE ATEERING COLUM SHAFT AFTER CENTERING THE RACK AND STEERING WHEEL. INSTALLED A NEW PINCH BOLT AND TORQUED TO SPEC. APPLIED WHITE TORQUE SEAL TO ALL BOLTS. REINSTALLED THE WHEELS AND TORQUED TO SPEC. THEN FILLED THE POWER STEERING SYSTEM WITH NEW ATF FLUID AND STARTED THE TRUCK AND CYCLED THE FLUID AND TOPPED OFF. CHECKED FOR LEAKS AND FOUND NONE. 3168-HOOKED UP ALIGNMENT MACHINE AND ADJUSTED TOE AND ROADTESTED CENTERED STEERING WHEEL CHECKED FOR LEAKS NO LEAKS FOUND FLUID WAS GOOD

QTY	ITEM	DESCRIPTION	TECHNICIAN
46		STEERING	TECH NO. 605
1	202F/A14-17666-001 VMRS	GEAR-MASTER,STEERING,R/P,LZS5, 015-013-001-11-03-00-00-000	

**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

February 2010  
FL557AB  
NHTSA #09V-357

**Subject: Rack and Pinion Steering Inner Tie Rod Ends**

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, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Cascadia, Century Class S/T, Columbia, and Coronado vehicles manufactured November 11, 2004, through July 20, 2009, with rack and pinion steering.

Under certain conditions, the left hand inner tie rod end may loosen over time. If not corrected, it could separate from the rack, making the vehicle more difficult to control at higher speeds and resulting in a possible vehicle crash.

The left hand inner tie rod will be removed from the steering rack and reinstalled with Loctite®. During the repair, the steering rack will be inspected and any rack with threads damaged due to a loosened inner tie rod will be replaced.

Parts are now available for authorized dealers to order. Contact your authorized dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. To locate a dealer, search online at [www.FreightlinerTrucks.com](http://www.FreightlinerTrucks.com) or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL557AB**. Once parts are received at the dealership, the Recall will take between approximately half an hour and four hours, depending on the work needed, and will be performed at no charge to you. Should the entire rack and pinion gear require replacement, please allow time for the gear to be shipped to the dealership.

**IMPORTANT:** When the Recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL557AB**.

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](mailto: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