



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

1200 New Jersey Avenue SE.
Washington, DC 20590

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

March 5, 2013

NVS-216 rrr
Ref. No. 10501521

[REDACTED]
Philippi, WV [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Sterling 360 trucks. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your organization owns two MY 2007 Sterling 360 trucks that are included in NHTSA Safety Recall Campaign No. 12V-576. The recall addresses a problem with fuel pipes that may loosen or crack in trucks equipped with EPA04 4M50 engines. However, you are having difficulty locating a Daimler Truck authorized service center in your area. In addition, you indicate that the expense to transport the trucks to the nearest authorized repair facility is a financial burden to your organization. Therefore, you request that an authorized Daimler Truck technician come to your location to complete the recall.

We understand your frustration; however, NHTSA does not have the authority to require Daimler Truck or their technicians to complete the recall at your location. If have not done so already, we suggest that you contact the Daimler Truck for special consideration. The recall does not appear to be too extensive, approximately 1.5 hours of labor. It's possible that Daimler Truck could send a technician to your facility to perform the recall or to a heavy truck facility that is closer to Philippi WV.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement