

Howell, Rosa <NHTSA>

From: York, Bruce <NHTSA>
Sent: Thursday, July 10, 2008 12:25 PM
To: Howell, Rosa <NHTSA>
Subject: FW: PE08-009 TRW Power Steering Pump
Attachments: 8R052 PE08-009 question 5 warranty.xls

From: StevePayne@Freightliner.com [mailto:StevePayne@Freightliner.com]
Sent: Wednesday, April 23, 2008 3:54 PM
To: York, Bruce <NHTSA>
Cc: DavidStanley@Freightliner.com
Subject: PE08-009 TRW Power Steering Pump

Bruce,

Attached is the data to respond to question 5 of PE08-009 for the TRW power Steering Pump. We are getting close on the rest of the questions. Please let me know if you need more information.

Thanks, Steve

Steve Payne

Compliance and Regulatory Affairs

Daimler Trucks North America

503/745-8063

stevepayne@freightliner.com

Here is a summary of the counts by warranty claim category. Details by model and model year are on the attached spread sheet.

Warranty Claim Categories

warranty claims - total	3810	
extended warranty claims	397	
claims for good will service	70	
field, zone, or similar adjustments	154	
warranty claims with reference to service bulletin		336

<<8R052 PE08-009 question 5 warranty.xls>>

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Freightliner to date where the subject component was replaced or repaired on the subject vehicles; warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulleting. Separately, for each such claim, state the following information:

- a. Freightliner claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;

7/10/2008

- c. VIN;
- d. Vehicle's make, model, and model year;
- e. Repair date;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or zip code;
- h. Labor operation number;
- i. Problem code;
- j. Casual part (if identified);
- k. Replacement part number(s) and descriptions(s);
- l. Repair procedure performed
- m. Concern stated by customer; and
- n. Comments, by dealer/technician relating to claim and/or repair;

Warranty Claim Categories

Total	warranty claims - total	3810
	extended warranty claims	397
	claims for good will service	70
	field, zone, or similar adjustments	158
	warranty claims with reference to service bulletin	346

2004 Freightliner Century		
	warranty claims - total	593
	extended warranty claims	117
	claims for good will service	9
	field, zone, or similar adjustments	37
	warranty claims with reference to service bulletin	40
2005 Freightliner Century		
	warranty claims - total	2816
	extended warranty claims	280
	claims for good will service	38
	field, zone, or similar adjustments	121
	warranty claims with reference to service bulletin	303
2004 FCCC X-Line		
	warranty claims - total	290
	extended warranty claims	0
	claims for good will service	19
	field, zone, or similar adjustments	0
	warranty claims with reference to service bulletin	1
2005 FCCC X-Line		
	warranty claims - total	111
	extended warranty claims	0
	claims for good will service	4
	field, zone, or similar adjustments	0
	warranty claims with reference to service bulletin	2