

**Howell, Rosa <NHTSA>**

**From:** York, Bruce <NHTSA>  
**Sent:** Thursday, July 10, 2008 12:25 PM  
**To:** Howell, Rosa <NHTSA>  
**Subject:** FW: PE08-009 Power Steering Pump

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**From:** stephen.payne@daimler.com [mailto:stephen.payne@daimler.com]  
**Sent:** Monday, June 02, 2008 5:09 PM  
**To:** York, Bruce <NHTSA>  
**Cc:** david.stanley@daimler.com  
**Subject:** Fw: PE08-009 Power Steering Pump

Bruce,  
 Our best estimate to complete the response for PE08-009 on the TRW power steering pumps is July 3, 2008.  
 Please let me know if you need more information.  
 thanks, Steve

Steve Payne  
 Compliance and Regulatory Affairs  
 Daimler Trucks North America

Steve.Payne@Daimler.com  
 503/745-8063

----- Forwarded by Stephen Payne/164/DCAG/DCX on 06/02/2008 02:06 PM -----

**Stephen Payne/164/DCAG/DCX**

05/30/2008 02:47 PM

To Bruce.York@dot.gov@WK-BACKBONE  
 cc David Stanley/164/DCAG/DCX@WK-FTAA  
 Subject RE: PE08-009 Power Steering Pump [Link](#)

Bruce,  
 I need to get a handle on what it will take to wrap up the rest of the information and how long it will take. I will send you something before the end of the day next Tuesday 6/3/08.  
 Steve

Steve Payne  
 Compliance and Regulatory Affairs  
 Daimler Trucks North America

Steve.Payne@Daimler.com  
 503/745-8063

**Bruce.York@dot.gov**

05/30/2008 06:52 AM

To stephen.payne@daimler.com  
 cc Richard.Boyd@dot.gov  
 Subject RE: PE08-009 Power Steering Pump

Steve,

7/10/2008

Thanks for the information below. I now have answers for questions 1 through 5. When will Freightliner respond to the remaining questions?

Thank You,  
Bruce York

U.S. Department Of Transportation  
National Highway Traffic Safety Admin.  
Office of Defects Investigation  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590  
Room W46-322

(202) 366-6938  
(877) 536-8368 Ext. 66938  
[bruce.york@dot.gov](mailto:bruce.york@dot.gov)

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**From:** stephen.payne@daimler.com [mailto:stephen.payne@daimler.com]  
**Sent:** Wednesday, May 14, 2008 12:32 PM  
**To:** York, Bruce <NHTSA>  
**Cc:** nasser.zamani@daimler.com; david.stanley@daimler.com  
**Subject:** PE08-009 Power Steering Pump

Bruce

Attached are the preliminary answers for requests 2, 3, 4, and 5 for PE08-009 on the TRW power steering pump. The response to request 1 is a large file and we will send a disc. Also attached are the customer and field reports received by the Daimler Trucks North America Customer Assistance Center.

Sorry this has taken so long. please let me know if you need more information on these requests

,  
Steve  
503/745-8063

PE08-009  
Preliminary Response, May 13, 2008

1. State, by model and model year, the number of subject vehicles Freightliner has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date state the following:

- a. Vehicle Identification Number;
- b. Model;
- c. Model Year;
- d. Date of Manufacture;
- e. Date Warranty coverage commenced
- f. The State in the United States where the vehicle containing the subject engine was originally sold or leased (or delivered for sale or lease).

1. Response - A disc will be mailed with the complete information requested.

2004	Century	10,845 vehicles
2004	X-Line	12,031
2005	Century	13,679
2005	X-Line	<u>10,560</u>
	TOTAL	47,115 vehicles

2. State the number of each of the following, received by Freightliner, or of which Freightliner is otherwise aware, which relate to the alleged defect in the subject vehicles.

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by a

7/10/2008

manufacturer alleging or proving a death or injury was caused by a possible defect in the subject vehicle, property damage claims, consumer complaints, or field reports;

- d. Third-party arbitration proceedings where Freightliner is or was a party to the arbitration; and,
- e. Lawsuits, both pending and closed, in which Freightliner is or was a defendant or codefendant.

2. Response

- a. See attached list, 64 items - PE08-009 2a CAC Consumer Reports
- b. See attached list, 20 items – PE08-009 2b CAC Field Reports  
There are also two Field Service Product Reports. Please see attached –  
PE08-009 2b FSPR 8191 and PE08-009 2b FSPR 4398
- c. There are none
- d. There are none
- e. There are none

3. Separately for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information.

- a. Freightliners file number or other identifier used;
- b. The category of the item, as identified in Request No.2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model, and model year;
- f. Vehicle's mileage at the time of the incident;
- g. Incident date;
- h. Incident state;
- i. Report or claim date;
- j. Whether a crash is alleged;
- k. Whether property damage is alleged;
- l. Number of alleged injuries, if any ;
- m. Number of alleged fatalities, if any;
- n. Whether the item is related to the alleged defect;
- o. Whether or not Freightliner received a subrogation claim regarding the incident (Y/N);
- p. Alleged cause of the failure;
- q. Complaint summary;
- r. Consumer comments; and
- s. Freightliner assessment of the allegation;

3. Response – the available information is included in the response to request 2.

4. Produce electronic copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Freightliner used for organizing the documents.

4. Response – the available information is included in the response to request 2.

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;
- 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;

5. Response – the available information has been provided previously.

If you are not the intended addressee, please inform us immediately that you have received this e-mail in error, and delete it. We thank you for your cooperation.

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