

**Howell, Rosa <NHTSA>**

**From:** York, Bruce <NHTSA>  
**Sent:** Thursday, July 10, 2008 12:27 PM  
**To:** Howell, Rosa <NHTSA>  
**Subject:** FW: PE08-009 Question 2, contact information  
**Attachments:** PE08-009 2b CAC Field Reports w contact 06-19-08.xls

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**From:** stephen.payne@daimler.com [mailto:stephen.payne@daimler.com]  
**Sent:** Thursday, June 19, 2008 5:44 PM  
**To:** York, Bruce <NHTSA>  
**Cc:** nasser.zamani@daimler.com; david.stanley@daimler.com  
**Subject:** Fw: PE08-009 Question 2, contact information

Bruce,

Attached is the field report information for PE08-009, Question 2. I also requested the consumer report contact information last week, but have not received it yet. I need to follow-up, I am out of the office for some physical therapy on Monday and Tuesday (and a bit of vacation) I will send the consumer report contact information Wednesday (but I'm hoping it's I can send it tomorrow!).

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 06/19/2008 02:32 PM -----

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

To Bruce.York@dot.gov@WK-BACKBONE  
 cc

06/19/2008 11:04 AM

Subject RE: PE08-009 Question 2, contact information [Link](#)

Bruce,

The contact information has been added by the field service groups at Freightliner and FCCC. Unfortunately, our new e-mail system ate it and the FCCC side had to be redone. I need to look it over and see if it meets your requirements. The contact information was not recorded with some of the customer or field reports - we are sending what we have.

Steve

Steve Payne  
 Compliance and Regulatory Affairs  
 Daimler Trucks North America

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

**Bruce.York@dot.gov**

To stephen.payne@daimler.com

7/10/2008

PE08-009 Request 2b, Field Reports, Customer Assistance Center

Customer	Phone	VIN	Reference Nbr	Create Date	Vehicle Mileage	Model Year	Registered Owner Name	Base Model	Vehicle Model	TREAD Model Name	NHTSA Reporting Subject Area Code	Note Log
[REDACTED]	[REDACTED]	1FUJBBCK94[REDACTED]	1169038	3/15/2004		2004	FMDC NON-REGISTERED	CST120	ST120064S T	CENTURY CLASS	F	1079379685: ARSPROCESS: NAME: JERRY [REDACTED] PHONE NUMBER [REDACTED] INITIAL CUSTOMER CONCERNS: THIS TRUCK IS IN CUNNINGHAM TRUCK, PHOENIX AZ WITH A PROBLEM WITH STEERING LOCKING UP. IT HAS BEEN THERE SINCE 3/12. THIS IS THE SECOND TIME IT'S BEEN IN A SHOP FOR THIS. I CALLED TO CHECK ON IT ON 3/13 & SPOKE TO PAUL WHO TOLD ME THE PUMP FAILED FLOW TEST & THEY WERE WAITING FOR AN OK FROM TRW TO REPLACE IT. I CALLED THIS MORNING & WAS TOLD BY JOHN THEY WERE JUST NOW FINISHING UP THE PAPERWORK TO CONTACT TRW BUT HAD NOT DONE SO YET. CAN YOU FIND OUT THE TRUTH? TNX JERRY. PRIME INC. ROAD ASST: 1079403257: BGERIGK: CALLED DLR AND THEY ALREADY HANDLED ON THE TRW SIDE. TRW OK'ED WARRANTY AND THEY ARE NOW WORKING ON TRANS ISSUE.
[REDACTED]	(fax) (toll-free)	1FUJBBCK95[REDACTED]	2178555	10/4/2006		2005	LEXMAR DISTRIBUTION INC	CST120	ST120064S T	CENTURY CLASS	F	1159974106: PFILLNER: POWER STEERING INOP; HARD TO STEER WHEN HOT. HE WAS CALLING TO GET WARRANTY CLAIM STARTED ON THIS...I BROUGHT UP THE PUMP SPECS LISTED IN PARTS PRO 14-14323-000 ANMD PUMP FAILS BOTH FLOW AND RELIEF TESTS. HE WILL REPLACE PUMP.
[REDACTED]		1FUJBBAV75[REDACTED]	2272692	12/18/2006		2005	WERNER ENT INC	CST120	ST120064S T	CENTURY CLASS	F	1166483581: SPEHL: NO POWER STEERING. TECH FILLED OUT POWER STEERING DATA SHEET AND HAS NO FLUID FLOW, PUMP SEEMS BAD. INSTRUCTED STAN TO CALL WARRANTY WITH THE DATA SHEET READY TO FAX.
[REDACTED]		1FUJBBCG95[REDACTED]	2398011	3/26/2007		2005	CRETE CARRIER CORP	CST120	ST120064S T	CENTURY CLASS	F	1174931973: PFILLNER: PS PUMP FAILED ON THIS TRUCK. FLUID IS CONTAMINATED. TECH WANTS TO KNOW HOW TO MAKE SURE ALL FLUID IS CLEANED OUT BEFORE REPLACING PUMP AND FILTER. HE MAY WANT TO CONTACT GEAR VENDOR TO SEE HOW THEY WOULD LIKE THIS ACCOMPLISHED.
[REDACTED]		1FUJBBCK55PT[REDACTED]	2414389	4/5/2007		2005	PLASTIC EXPRESS	CST120	ST120064S T	CENTURY CLASS	F	PUMP WILL NOT BUILD PRESSURE WHEN FLOW IS CUT OFF 1175799869: GDENNIS: TECH REPORTS POWER STEERING BOOST DROPS OFF AS IT GETS WARM. PERFORM SD94 TESTS, PUMP COMES UP TO SPEC WHEN COLD BUT STARTS TO GET ERRATIC AS IT WARMS AND PRESSURE AND FLOW DROP OFF. WANTED REFERENCE NUMBER.
[REDACTED]		1FUJBBCK45[REDACTED]	2448195	4/30/2007		2005	P A M TRANSPORT INC	CST120	ST120064S T	CENTURY CLASS	F	1177967685: SDIETEL: POWER STEERING BINDING AT LOW RPMS SEE SERVICE BULLETIN 46-38
[REDACTED]		1FUJBBCK75[REDACTED]	2461127	5/9/2007	290664	2005	HUNT TRANSPORT, J B INC	CST120	ST120064S T	CENTURY CLASS	F	1178731226: GSCHERDNIK: CALLER STATING THAT THE CUSTOMER COMPLAINT IS STEERING LOCKING WHEN BACKING INTO A DOCK. WON'T OCCUR IN THE SHOP ENVIRONMENT. STATING THAT HE'S INSTALLED THE TESTER. HAS PRESSURE. NEED TO STOP AT THIS POINT AND FOLLOW SD-84 AND PROCEED AHEAD. THIS TRUCK IS STILL UNDER WARRANTY. TECH TO CALL BACK WITH FINDINGS 1179417707: GAPHILLIPS: LOSING STEERING ASSIST. PUMP RELIEF TEST FAILED. PRESSURE IS DROPPING @ 2400PSI/180 DEG. FLOW JUST UNDER 3 GPL. ADVISE REPLACE PUMP.
[REDACTED]		1FUJBBCK55PT[REDACTED]	2472777	5/17/2007	31630	2005	PLASTIC EXPRESS	CST120	ST120064S T	CENTURY CLASS	F	1179417707: GAPHILLIPS: LOSING STEERING ASSIST. PUMP RELIEF TEST FAILED. PRESSURE IS DROPPING @ 2400PSI/180 DEG. FLOW JUST UNDER 3 GPL. ADVISE REPLACE PUMP.
[REDACTED]		1FUJBBDE45L[REDACTED]	2670544	10/17/2007		2005	PRAXAIR INC	CST120	ST120064S T	CENTURY CLASS	F	1192639946: JYOUNGBLUTT: TECH STATES TRUCK LOSES POWER STEERING AT IDLE. HE HAS NOT PERFORMED ANY TESTS YET. ADVISED HIM TO FOLLOW THE POWER STEERING TROUBLESHOOTING PROCEDURES OUTLINED IN CC WM 46.15.300.
[REDACTED]		4UZAAHDC04CV[REDACTED]	000000001503914	3/22/2005	2800	2004	CHASE, EDMOND J	XC CHASSIS	M000042S	X-LINE	F	1111497309: JPATTERSON: UNIT HAS A LOSS OF POWERSTEERING AT LOW RPMS THIS HAS THE TRW EV PUMP, I ADVISED TO REPLACE PUMP AND TAG AS LOSS OF PRIME.
[REDACTED]		4UZAAHDCX5CV[REDACTED]	000000001507637	3/24/2005	462	2005	BOEHLER ROBERT E	XC CHASSIS	M000042S	X-LINE	F	1111693280: GCOLLINS: TRW PUMP FAILURE. SPEED OF STEER ISSUE.
[REDACTED]		4UZAAHDC15CV[REDACTED]	000000001532485	4/18/2005		2005	HUMPHREYS & HUMPHREYS	XC CHASSIS	M000042S	X-LINE	F	1113835435: JPowell: RYAN CALLED STATING THIS CUSTOMER HAS A LOSS OF STEERING ISSUE. I CALLED CUSTOMER TO OFFER ASSISTANCE. CUSTOMER STATES THE STEERING GOES OUT AT LOW IDLE. ADVISED HIM THAT HE HAS A LOSS OF PRIME ISSUE. DIRECTED HIM TO GET THE UNIT TO ALBUQUERQUE FTL TO HAVE THE REPAIRS DONE. CALLED RYAN BACK AND INFORMED HIM OF THE STATUS. 1115323358: DCANUPP: PAID CLAIM FROM ABOVE.

Customer	Phone	VIN	Reference Nbr	Create Date	Vehicle Mileage	Model Year	Registered Owner Name	Base Model	Vehicle Model	TREAD Model Name	NHTSA Reporting Subject Area Code	Note Log
[REDACTED]	[REDACTED]	4UZAABV94C[REDACTED]	1559259	5/10/2005	3840	2004	SNIDER, JAMES R & SHARON D	XC CHASSIS	M000042S	X-LINE	F	1115758911: SHORTON: KEVIN ADVISED THAT THE UNIT WAS TOWED TO THEM FOR NO POWER STEERING. HE ADVISED THAT THEY HAVE REPLACED THE HYD PUMP AND EVERYTHING WORKS FINE NOW BUT THERE IS A WHINING NOISE IN THE STEERING GEAR WHEN TURNING RIGHT. I ADVISED THAT HE MAY WANT TO CHECK PRESSURE AND FLOW AND ALSO CHECK FOR AIR IN THE HYD SYSTEM. [REDACTED]
[REDACTED]	[REDACTED]	4UZAADC85CU[REDACTED]	1592117	6/8/2005	3048	2005	DEGRAVES, FRED & DORIS	XC CHASSIS	M000042S	X-LINE	F	1118250095: GHOOPS: UNIT HAS A PULSATION WHEN TURNING RIGHT OR LEFT. I AM HAVING THEM BLEED THE STEERING TO SEE IF THIS TAKES CARE OF THE PROBLEM. IF NOT THEY WILL CALL TAM AT ZF. 1118264694: SBRIDGES: JAMES FROM I STATE CALLED AND STATED THAT AFTER BLEEDING SYSTEM, THE UNIT STILL HAD A SHUTTER TURNING RIGHT AND LEFT. DLR STATED THAT HE TALKED TO TIM AT ZF, THEY RECOMMEND INSTALLING A NEW BRAKE DISC. NOT HAVE A PART # FOR PART CALLED DISC AT ZF. 1113740372: JBOWEN: DLR STATED CUST HAS A COMPLAINT OF POWER STEERING LOSS AT START UP. I CHECKED AND UNIT HAS TRW EV PUMP. I TOLD DLR TO REPLACE THE PUMP AND FILE WARRANTY. I TOLD HIM TO TAG THE OLD PART AS "LACK OF PRIME." [REDACTED]
[REDACTED]	[REDACTED]	4UZAADC84CN[REDACTED]	000000001776275	11/11/2005		2004	MIRANDA, FRANCISCO	XC CHASSIS	M000042S	X-LINE	F	1123079037: JPATTERSON: LOSS OF POWER STEERING AT LOW RPMS THIS HAS THE TRW EV PUMP I ADVISED TO REPLACE THE PUMP AND TAG AS LOSS OF PRIME [REDACTED]
[REDACTED]	[REDACTED]	4UZAADC15CN[REDACTED]	000000001656868	8/3/2005	4604	2005	ELDRIDGE, CHRISTINA G & ROBERT	XC CHASSIS	M000042S	X-LINE	f	1123685540: JPATTERSON: CUSTOMER IS LOOSING POWER STEERING, HE HAS THE TRW EV PUMP, I ADVISED FOR HIM TO GO INTO LOCAL DEALER THERE IN BILLINGS AND HAVE THEM REPLACE THE STEERING PUMP. 1123856593: JPATTERSON: CUSTOMER CALLED AND SAID THAT HE IS GOING INTO MISSOULA FTL ON 8/17, I CALLED THEM AND THEY ARE GOING TO GO AHEAD AND ORDER THE PUMP AND WILL CALL BACK WITH THERE ORDER [REDACTED]
[REDACTED]	[REDACTED]	4UZAADC05CU[REDACTED]	000000001665289	8/10/2005	8000	2005	FAULKNER, ROBERT	XC CHASSIS	M000042S	X-LINE	f	1177935194: JPATTERSON: RICKY CALLED AND SAID THAT THE UNIT IS THERE FOR STEERING BEING HARD TO TURN WHILE SITTING STILL AT TIME. RICKY SAID THAT HE CANNOT GET THE UNIT TO ACT UP. RICKY WAS ASKING IF WE HAD ANY ISSUES WITH THIS. I ADVISED NO, I ALSO ADVISED THAT THE STEERING WOULD BE HARDER TO TURN SITTING STILL THAT MOVING. RICKY WILL TRY AND GET THE UNIT TO FAIL IF NOT HE WILL CALL THE CUSTOMER AND HAVE HIM COME IN AND SHOW HIM WHAT HE IS TALKING [REDACTED]
[REDACTED]	[REDACTED]	4UZAADC95CU[REDACTED]	2446635	4/30/2007	14414	2005	SEGUIN, GILLES	XC CHASSIS	M000042S	X-LINE	F	117976894: GCOLLINS: UNIT WITH LOSS OF PRIME ON P/S PUMP. ADVISED TO FILE WARRANTY. [REDACTED]
[REDACTED]	[REDACTED]	4UZAADC85CU[REDACTED]	000000002476664	5/21/2007		2005	BYGUM, MATTHEW	XC CHASSIS	M000042S	X-LINE	F	

06/18/2008 04:16 AM

cc

Subject RE: PE08-009 Question 10 Aftermarket

Teve,

Thanks for the parts sales information. Any luck on phone numbers for the complainants?

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:** Tuesday, June 17, 2008 5:33 PM  
**To:** York, Bruce <NHTSA>  
**Cc:** nasser.zamani@daimler.com; david.stanley@daimler.com  
**Subject:** PE08-009 Question 10 Aftermarket

Bruce,  
Sorry, The aftermarket list that I sent earlier today was blank - here is an attachment with real numbers  
Steve

Steve Payne  
Compliance and Regulatory Affairs  
Daimler Trucks North America

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

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7/10/2008

