

Just  
5/23/08

Stephen  
Payne/164/DCAG/DCX  
05/14/2008 09:32 AM

To Bruce.York@dot.gov  
cc Nasser Zamani/164/DCAG/DCX@WK-FTAA, David Stanley/164/DCAG/DCX@WK-FTAA  
bcc  
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

 PE08-009 2a CAC consumer reports.xls.zip  PE08-009 2b CAC field reports.xls.zip  PE08-009 2c FSPR 4398.pdf

 PE08-009 2d FSPR 8191.pdf.zip

Steve  
503/745-8063

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MAY 23 11:41  
DEPARTMENT OF  
TRANSPORTATION

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 reach 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 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.