

# Recall Campaign



August 2004  
FL424A  
NHTSA #04V-272

## Copy of Letter to Owner

### Subject: Medium Duty Front Axles with Four-Piece Spindle Nut Sets

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicles Safety Act.

Freightliner LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiary, Sterling Truck Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Business Class vehicles manufactured between October 2002 and April 2004, Business Class M2 vehicles manufactured between January 2002 and April 2004, and Sterling Acterra vehicles manufactured between January 2000 and April 2004 with 8,000 lb. or 6,000 lb. front axles and four-piece spindle nut sets.

Premature front wheel bearing wear may be caused by inconsistent bearing endplay adjustment due to the excessive installation force required to install the hub oil seal on the spindle. If allowed to progress, the front wheel assembly may separate from the vehicle, resulting in a possible vehicle crash without prior warning.

The front axle oil seals and hub cap gaskets on both sides will be replaced.

As stated in the terms of your express limited warranty, Freightliner LLC will not pay for any damage caused by failure to properly maintain your vehicle. Freightliner LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

Repair kits are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer.

When you contact your dealer, refer to campaign number **FL424A**. Once kit(s) are received at the dealership, the modification will take approximately two hours and will be performed at no charge to you.

**IMPORTANT:** When the recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL424A**.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, please make sure this notification is immediately forwarded to the lessee. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you are not able to have the defect remedied without charge and within a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:30 a.m. to 4:30 p.m. Pacific Time Monday through Friday, e-mail address [WarrantyCampaigns@freightliner.com](mailto:WarrantyCampaigns@freightliner.com), or the Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP, after normal business hours. You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 7th Street S.W., Washington, D.C. 20590, or phone (888) 327-4236. If your vehicle is involved in the Canadian portion, you may wish to notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario, or phone (613) 993-9851.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

## Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Freightliner LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when was the repair done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Freightliner LLC dealer. If your claim is denied, you will receive a letter from Freightliner LLC with the reason(s) for the denial.

Please speak with your Freightliner LLC authorized dealer concerning this matter.