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DEFECT INVESTIGATION

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October 8, 2004

Kenneth N. Weinstein
Associate Administrator for Safety Assurance (NSA-01)
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Re: Defect Information Report (FL-427), NHTSA no. 04V-270

Mr. Weinstein:

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Freightliner LLC herewith submits supplemental defect information and copies of documents distributed to dealers and purchasers.

Please contact me if you have any questions.

Sincerely yours,

Timothy Blubaugh

Cc: Michael Mason, CAL-OSHA
DOSH, Legal Unit
10th Floor
455 Golden Gate Avenue
San Francisco, CA 94102

Enclosure

Certified Mail Article Number:

7003 2260 0001 3402 7119

Section 573.6 Defect Information Report
FL-427, NHTSA no. 04V-270
Supplement No.: 1

October 8, 2004

(c) (1) Manufacturer: FREIGHTLINER LLC
P.O. BOX 3849
Portland, Oregon 97208
(503) 745-5219

(c) (3) Total number of vehicles potentially affected: 1,330

(c) (9) Communications sent to dealers: Posted October 6, 2004
Communications sent to owners: Sent October 11, 2004

Subject: American LaFrance Cab Tilt Cylinders

Models Affected: Specific American LaFrance Metropolitan and Eagle vehicles manufactured between January 2, 1997, and January 19, 2004.

General Information

Freightliner LLC, on behalf of its wholly owned subsidiary, American LaFrance, has decided that a defect which relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 1,400 vehicles involved in this campaign.

One or both of the cab tilt cylinders may lock when the cab is being lowered and a velocity fuse in one of the cylinders trips. If a velocity fuse trips in just one cylinder but not both, the resulting unequal load may cause one or both of the cylinders to bend, lowering the cab to the chassis, resulting in possible personal injury or vehicle damage.

Flow restrictors will be installed in the cab tilt cylinders to reduce the speed at which the cab lowers.

Additional Repairs

Dealers must complete all outstanding field service campaigns prior to the sale or delivery of a vehicle. Dealers will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from its failure to complete campaigns within a reasonable time after receiving notification.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Parts

Replacement kits are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL427A, a list of the customers and vehicle identification numbers will be mailed to your dealership. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Kits for FL427A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL427A	25-FL427-000	Flow Restrictor (Fixed Orifice)	18-51716-000	4 ea	\$156.56 U.S. \$222.46 CAN
		Completion Sticker	WAR260	1 ea	

* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls.

Table 1

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

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Labor Allowance

Table 2 - Labor Allowance.

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL427A	Install flow restrictors for cab tilt cylinders	0.7	996-0595A	000-Modifiedx

Table 2

IMPORTANT: When the recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim®:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL427A**).
- In the Primary Failed Part Number field, enter **25-FL427-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Part Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A 0.3 hours.
- **Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following.
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines for this recall.)
 - Contact the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in sublet/outside purchases.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.
 - If Freightliner LLC denies a customer's request for reimbursement, the amount will be denied on your claim with a message stating this, and Freightliner LLC will send a letter to the customer with the reason(s) for the denial.

NOTE: ServicePro®/Service Advisor® must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:30 a.m. to 4:30 p.m. Pacific Time, Monday through Friday, Web inquiry at AccessFreightliner.com / Support / Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

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To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number.

The letter notifying vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (49 USC), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Also, any lessor is required to send a copy of the recall notification to the lessee.

Finally, the Act states that a remedy need not be provided without charge if the vehicle was bought by the first purchaser more than ten (10) calendar years before notice is given.

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Copy of Letter to Owner

Subject: American LaFrance Cab Tilt Cylinders

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 wholly owned subsidiary, American LaFrance, has decided that a defect which relates to motor vehicle safety exists on specific American LaFrance Metropolitan and Eagle vehicles manufactured between January 2, 1997, and January 19, 2004.

One or both of the cab tilt cylinders may lock when the cab is being lowered and a velocity fuse in one of the cylinders trips. If a velocity fuse trips in just one cylinder but not both, the resulting unequal load may cause one or both of the cylinders to bend, lowering the cab to the chassis, resulting in possible personal injury or vehicle damage.

Flow restrictors will be installed in the cab tilt cylinders to reduce the speed at which the cab lowers.

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 **FL427A**. Once kit(s) are received at the dealership, the modification will take approximately an hour and will be performed at no charge to you.

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.

IMPORTANT: When the recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL427A**.

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, 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.

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Work Instructions

Subject: American LaFrance Cab Tilt Cylinders

Models Affected: Specific American LaFrance Metropolitan and Eagle vehicles manufactured between January 2, 1997, and January 19, 2004.

Prior to Beginning the Replacement Procedure

1. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
2. Inspect the passenger-side door for a campaign completion sticker (Form WAR260). If a sticker is present for campaign FL427, no further work needs to be done. If there is no sticker, proceed with the steps below.
3. Choose the flow restrictor replacement procedure below (with the cab raised or with the cab lowered) that will allow you to perform the recall in the safest manner based on the equipment installed or any obstructions on the vehicle.

Flow Restrictor Installation Performed Without Raising the Cab

1. Connect the tilt control and activate the down button to ensure the cab is completely down. See Fig. 1.
2. Make sure the pressure is off the tilt cylinders by opening the release valve on the manual pump and leaving it open during installation. See Fig. 2.
3. Place a drain pan under the bottom of the tilt cylinder.

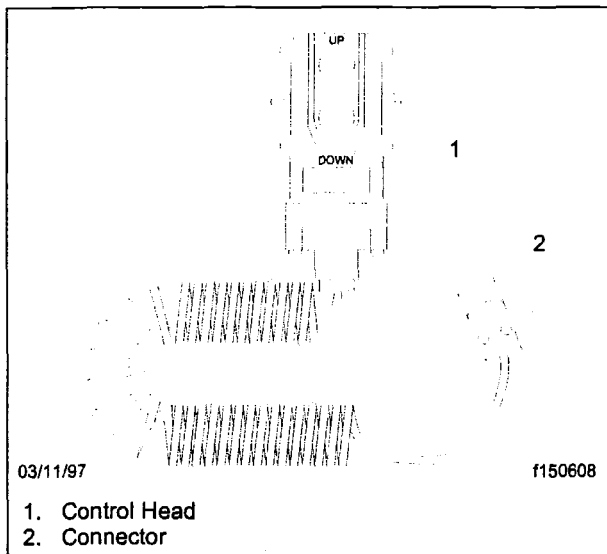


Fig. 1, Cab-Tilt Control

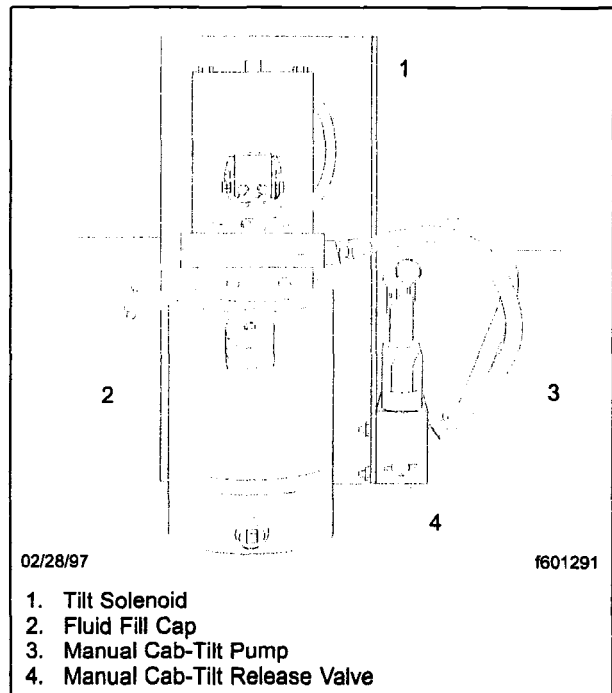


Fig. 2, Cab-Tilt Pump

4. Remove the hydraulic hose and elbow adaptor fitting from the supply and return ports on the tilt cylinder. The supply port is located 90 degrees from the fluid tube and the return port is adjacent to the fluid tube on the tilt cylinder. See Fig. 3.
5. Apply thread sealant compound to the threads of the flow restrictors (from kit 25-FL427-000), then install them on both the supply and return ports on the tilt cylinder. See Fig. 3.
6. Clean the threads of the elbow adaptors, apply sealant compound, then install the adaptors on the flow restrictor.
7. Install the hydraulic lines on the elbow adaptors.
8. Repeat this procedure to install the flow restrictors on the opposite side.
9. Close the release valve on the manual tilt pump.
10. Fill the tilt pump reservoir with the fluid specified on the fluid data label located inside the driver's side door opening.
11. Test the operation of the tilt cylinders.
12. After completing the repair, clean a spot on the base label (Form WAR259). The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. Attach a completion sticker (Form WAR260) for campaign FL427 to the base label.
13. Remove the chocks from the tires.

Flow Restrictor Installation Performed With the Cab Raised

IMPORTANT: Before performing the following procedures, refer to **Section 60.17** of the *American LaFrance Workshop Manual* and follow all the cautions and warnings listed.

1. Ensure that all optional equipment on the front bumper will not interfere with the cab being raised.

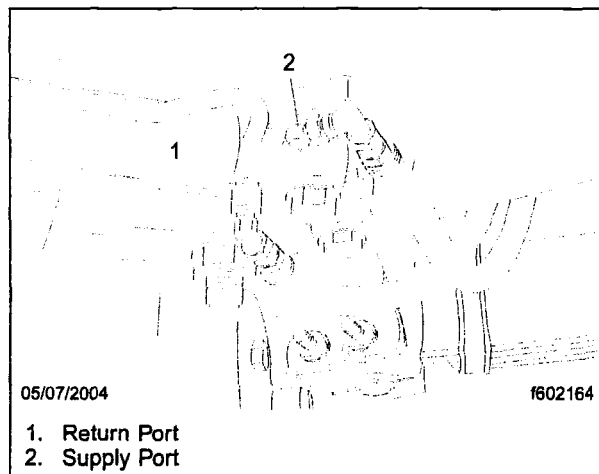


Fig. 3, Install a Flow Restrictor on the Supply and Return Ports

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CAUTION

Remove all loose and heavy items from the cab before raising. Objects falling in the cab, or a door flying open, could cause damage to the vehicle or cause serious personal injury.

2. Raise the cab until all safety locks are set.

WARNING

Do not work under or around a raised cab until the safety locks are in place. Do not attempt to replace a damaged cylinder on a raised cab until an alternative cab support is in place. If the safety locks are not in place and the cab should drop, the result could be serious injury or death.

IMPORTANT: Install safety stands or properly support the cab to prevent the cab from coming down.

3. Release the hydraulic pressure on the tilt cylinders by opening the release valve on the manual tilt pump. See Fig. 2.

WARNING

Do not loosen the hydraulic lines on the tilt cylinders until all pressure is relieved from the system. Doing so could cause the cab to fall and result in serious personal injury and property damage.

4. Place a drain pan under the bottom of the tilt cylinder. Remove the hydraulic hose and elbow adaptor fitting from the supply and return ports on the tilt cylinder. The supply port is located 90 degrees from the fluid tube and the return port is adjacent to the fluid tube on the tilt cylinder. See Fig. 3.
5. Apply thread sealant compound to the threads of the flow restrictors (from kit 25-FL427-000), then install them on both the supply and return ports on the tilt cylinder.
6. Clean the threads of the elbow adaptors, apply sealant compound, then install the adaptors on the flow restrictors.
7. Install the hydraulic lines on the elbow adaptors.
8. Repeat this procedure to install the flow restrictors on the opposite side.
9. Close the release valve on the manual tilt pump.
10. Fill the tilt pump reservoir with the fluid specified on the fluid data label located inside the driver's side door.

IMPORTANT: Maintain cab support in order to bleed air out of the system. The hydraulic system must be fully purged before attempting to lift the cab with the hydraulic system.

11. Remove the safety stands from the cab.
12. Test the operation of the tilt cylinders.

NOTE: With the flow restrictors installed, the cab may raise and lower slower than before the modification.

13. After completing the repair, clean a spot on the base label (Form WAR259). The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. Attach a completion sticker (Form WAR260) for campaign FL427 to the base label.
14. Remove the chocks from the tires.