



A DaimlerChrysler Company

Timothy A. Blubaugh
Director
Government Technical Affairs

NOV 23 2004 10:53
FEDERAL BUREAU OF INVESTIGATION

Freightliner LLC
4747 N. Channel Avenue
Portland, OR 97217-7699
503.745.5219 Telephone
503.745.6800 Facsimile
TimothyBlubaugh@Freightliner.com

December 9, 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-426), NHTSA no. 04V-284

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:

7002 3150 0004 1405 0495

Section 573.6 Defect Information Report
FL-426, NHTSA no. 04V-284
Supplement No.: 1

December 9, 2004

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

(c) (3) Total number of vehicles potentially affected: (Revise to read) 175

(c) (9) Communications sent to dealers: Posted December 1, 2004
Communications sent to owners: Mailed December 8, 2004

Subject: FCCC MB55 Ninety Gallon Fuel Tanks

Models Affected: Specific Freightliner Custom Chassis MB55 shuttle bus chassis manufactured with AirLiner rear suspensions between May 17, 2000, and February 14, 2003.

General Information

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

There are approximately 200 vehicles involved in this campaign.

Loads from the AirLiner rear suspension can cause flexing and rocking between the frame rails. This motion may be transferred into the fuel tank, possibly fracturing the seam welds. This can result in a sudden loss of a large amount of fuel without prior warning, creating a hazardous road condition and may lead to a vehicle crash.

A new design of tank and supports will be installed.

Additional Repairs

Dealers must complete all outstanding recall and field service campaigns prior to the sale or delivery of a vehicle. A Dealer 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.

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.

The kit orders must include the vehicle serial number. Do not order for stock. Place an order only after a repair is scheduled.

If our records show your dealership has ordered any vehicles involved in campaign number FL426A-C, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

Recall Campaign

December 2004
FL426A-C
NHTSA #04V-284

Table 1 - Replacement Kits for FL426A-C

25-FL426-000 through 25-FL426-002

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL426A	25-FL426-000	90 GAL Fuel Tank-1.5" LH Fill	03-33976-002	1 ea	\$1,285.11 U.S. \$1,826.13 CAN
		Bracket Spacer	GAF P110561	6 ea	
		Hex Nut	23-13175-108	6 ea	
		Washer	23-09114-003	18 ea	
		Bracket Hook	GAF P111128	6 ea	
		Screw Cap-Hex	23-11751-275	6 ea	
		Spring	GAF P110900	6 ea	
		Nut-LKG	GAF R93747	6 ea	
		T-Bolt	GAF P110896	6 ea	
		Strap, Fuel Tank, Top	03-33072-000	3 ea	
		Assembly Strap, Fuel Tank, Lower	A03-33967-000	3 ea	
		Cushion Strap	GAF P100943	6 ea	
		Assembly Instructions	D03-33973-000	1 ea	
Completion Sticker	WAR260	1 ea			
FL426B	25-FL426-001	90 GAL Fuel Tank-1.5" Dual Fill	03-33976-000	1 ea	\$1,305.67 U.S. \$1,855.36 CAN
		Bracket Spacer	GAF P110561	6 ea	
		Hex Nut	23-13175-108	6 ea	
		Washer	23-09114-003	18 ea	
		Bracket Hook	GAF P111128	6 ea	
		Screw Cap-Hex	23-11751-275	6 ea	
		Spring	GAF P110900	6 ea	
		Nut-LKG	GAF R93747	6 ea	
		T-Bolt	GAF P110896	6 ea	
		Strap, Fuel Tank, Top	03-33072-000	3 ea	
		Assembly Strap, Fuel Tank, Lower	A03-33967-000	3 ea	
		Cushion Strap	GAF P100943	6 ea	
		Assembly Instructions	D03-33973-000	1 ea	
Completion Sticker	WAR260	1 ea			
FL426C	25-FL426-002	90 GAL Fuel Tank-2" RH Fill	03-33976-007	1 ea	\$1,657.73 U.S. \$2,355.62 CAN
		Bracket Spacer	GAF P110561	6 ea	
		Hex Nut	23-13175-108	6 ea	
		Washer	23-09114-003	18 ea	
		Bracket Hook	GAF P111128	6 ea	
		Screw Cap-Hex	23-11751-275	6 ea	
		Spring	GAF P110900	6 ea	
		Nut-LKG	GAF R93747	6 ea	
		T-Bolt	GAF P110896	6 ea	
		Strap, Fuel tank, Top	03-33072-000	3 ea	
		Assembly Strap, Fuel Tank, Lower	A03-33967-000	3 ea	
		Cushion Strap	GAF P100943	6 ea	
		Assembly Instructions	D03-33973-000	1 ea	
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.

Labor Allowance

Table 2 - Labor Allowance.

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL426AC	Remove and replace left hand or right hand fill 90 gallon fuel tank and supports	7.7	996-0592A	000-Modifiedx
FL426B	Remove and replace dual fill 90 gallon fuel tank and supports	8.2	996-0592B	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 (**FL426A, FL426B, or FL426C**).
- In the Primary Failed Part Number field, enter **25-FL426-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 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.

Recall Campaign

**December 2004
FL426A-C
NHTSA #04V-284**

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 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.

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.

Copy of Letter to Owner

Subject: FCCC MB55 Ninety Gallon Fuel Tank

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, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific FCCC MB55 shuttle bus chassis manufactured with AirLiner rear suspensions between May 17, 2000, and February 14, 2003.

Loads from the AirLiner rear suspension can cause flexing and rocking between the frame rails. This motion may be transferred into the fuel tank, possibly fracturing the seam welds. This can result in a sudden loss of a large amount of fuel without prior warning, creating a hazardous road condition and may lead to a vehicle crash.

A new design of tank and supports will be installed.

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 **FL426A-C**. Once kit(s) are received at the dealership, the modification will take approximately eight hours 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 **FL426A-C**.

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, 7:00 a.m. to 4:00 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

Recall Campaign



December 2004
FL426A-C
NHTSA #04V-284

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 the repair was 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.

Work Instructions

Subject: FCCC MB55 Ninety Gallon Fuel Tank

Models Affected: Specific Freightliner Custom Chassis MB55 shuttle bus chassis manufactured with AirLiner rear suspensions between May 17, 2000, and February 14, 2003.

Procedure

1. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
2. Check the base label (Form WAR259) on the vehicle for a completion sticker for FL426 indicating the work has been done. The base label is usually located on the passenger-side door jamb, about 18 inches (46 cm) above the door handle. If a sticker is present for campaign FL426, no further work needs to be done. If there is no sticker, proceed with the steps below.
3. Remove the fuel tank from the vehicle. For instructions on removing the fuel tank, see **Section 47.00** in the *Shuttle Bus Chassis Workshop Manual*.
4. Use a 1/2 inch drill bit and drill new holes in the frame rail. See **Fig. 1** for the direction to measure and locate the new holes.
 - 4.1 For the side view, measure from the existing hole 9.25 inches (235 mm). Use the existing holes as a guide, keeping the new holes in line with the existing holes. See **Fig. 1**.
 - 4.2 It may be necessary to modify the fuel fill slot. If so, remove 0.4 inches (9.5 mm) of material on the top side of the slot. Make sure there are no rough edges where a crack can start. After removing the material, grind all edges smooth. See **Fig. 1**.
 - 4.3 For the bottom flange view, measure from the existing hole 2 inches (53 mm) and drill a new hole. From the hole just drilled, measure 15 inches (381 mm) and drill another hole. From this hole, measure 14 inches (363 mm) and drill a third hole. See **Fig. 1**.
 - 4.4 Do all of the above on the right side symmetrically to the left side.
5. Install the new vent fittings and fuel level sending unit on the new tank. See **Fig. 2**.
6. Install all of the upper mounting brackets and tighten 56 lbf·ft (76 N·m). See **Fig. 3**.
7. Install the cushions.
8. Place the center of the fuel tank on a transmission jack and raise it up into the upper mounting brackets. Align the filler neck of the tank with the opening in the frame rail.
9. Make sure the fuel tank mounting straps are seated around the fuel tanks.
10. Install the front and back lower support straps on the tank and tighten. Lower the jack and install the center support strap. Adjust the spring compression. See **Fig. 3**.
11. Apply thread sealer to the filler neck and vent fittings, and install the filler neck through the opening in the frame rail.
12. Connect the hoses to the vent fittings.
13. Install the fuel lines and tighten them through the access opening in the floor of the bus.

Recall Campaign

December 2004
FL426A-C
NHTSA #04V-284

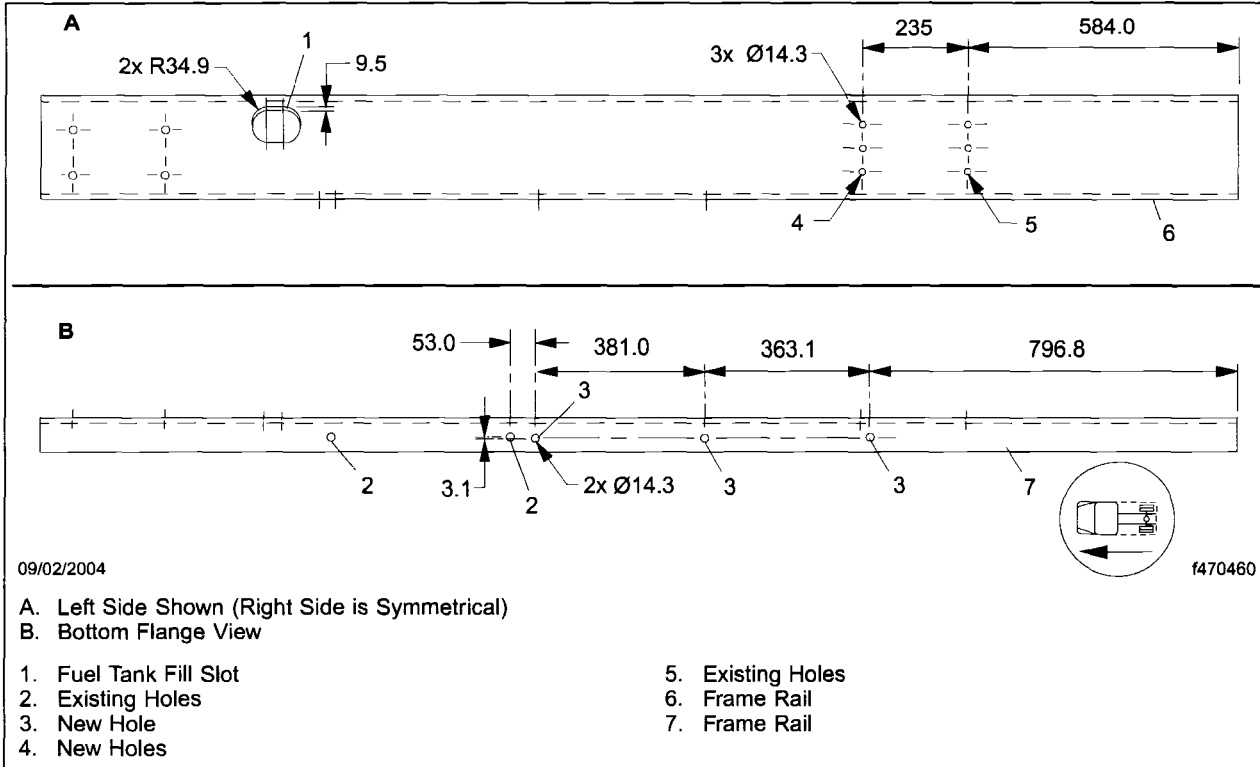


Fig. 1, New Hole Locations for Fuel Tank Mounting (measurements are in millimeters [mm])

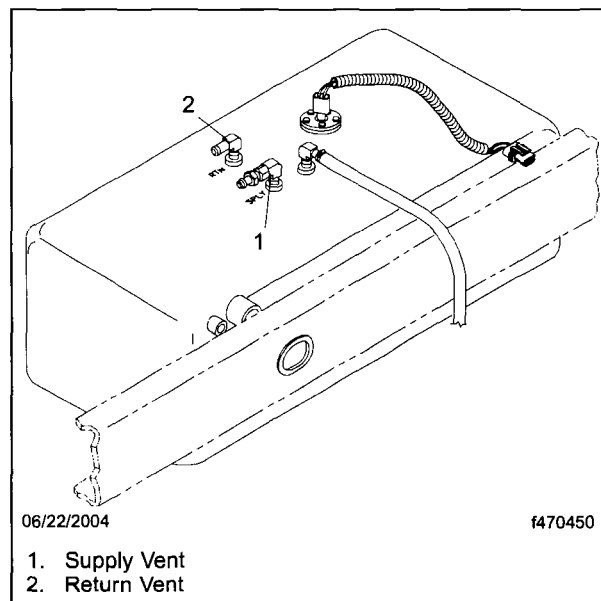


Fig. 2, New Fittings

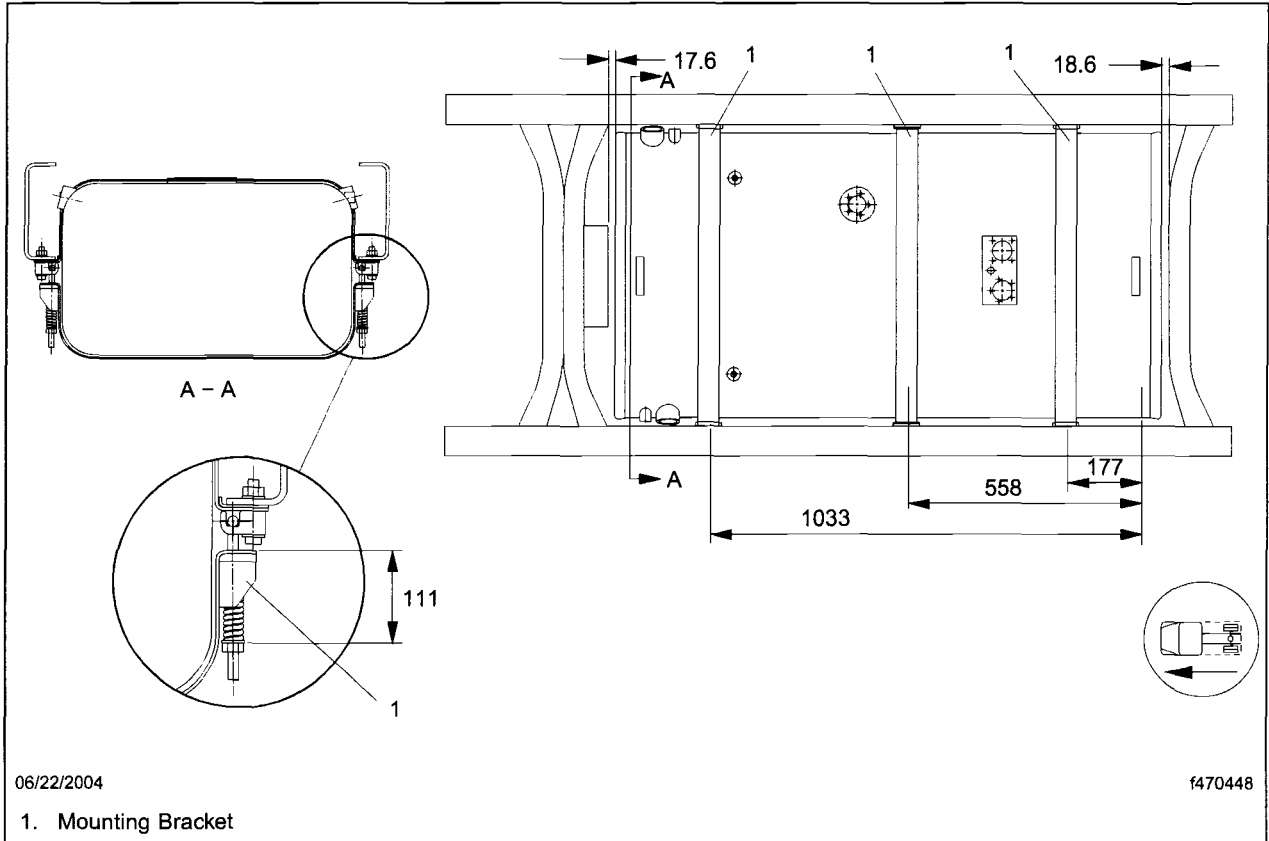


Fig. 3, Upper Mounting Bracket Installation (measurements are in millimeters [mm])

14. Move the closing crossmember up to the holes that were previously drilled. Add fuel and then start the engine. The engine may need to be primed due to the hose being disconnected. After starting the engine, check thoroughly for any leaks.
15. Clean a spot on the base label (Form WAR259). The base label is usually located on the passenger-side door jamb, about 18 inches (46 cm) above the door handle. Attach a completion sticker for recall FL426 (Form WAR261).
16. Remove the chocks from the tires.