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DEFECTS INVESTIGATION

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May 9, 2005

Ron Medford  
Sr. Associate Administrator for Vehicle Safety  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

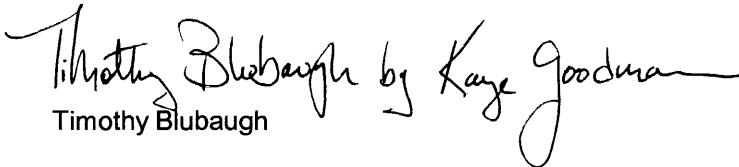
**Re: Defect Information Report (FL-430), NHTSA no. 04V-401  
Condor Steering Gear Mounting Bolts**

Mr. Medford:

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 7034

**Section 573.6 Defect Information Report**  
**FL-430, NHTSA no. 04V-401**  
**Supplement No.: 1**

May 9, 2005

**(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) 1,715

**(c) (9) Communications sent to dealers:** posted November 19, 2004, attached  
**Communications sent to owners:** sent November 25, 2004, attached

## Subject: Condor Steering Gear Mounting Bolts

**Models Affected: Specific Freightliner and Sterling Condor vehicles manufactured between May 1, 2000, and May 20, 2004.**

### General Information

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 the vehicles mentioned above.

There are approximately 1,800 vehicles involved in this campaign.

The bolts that attach the steering gear to the chassis mounting bracket may not have full thread engagement. The bolts may become loose and allow the steering gear to separate from the chassis which may lead to a loss of steering control, resulting in a possible vehicle crash without prior warning.

Longer bolts will be installed.

**Revision: Step 14 of the work instructions has an updated torque value.**

### 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 REVISED 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.

**Single steer vehicles will require only four of the eight mounting bolts (p/n 23-09447-225) included in kit 25-FL430-000.**

If our records show your dealership has ordered any vehicles involved in campaign number FL430AB, 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

March 2005  
FL430AB  
NHTSA #04V-401  
SECOND REVISED NOTICE

**Table 1 - Replacement Kits for FL430AB**

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL430AB	25-FL430-000	Mounting Bolt	23-09447-225	8 ea	\$14.41 U.S. \$20.47 CAN
		U-Joint Pinch Bolt	14-12076-000	6 ea	
		Hex Nut	14-12087-000	6 ea	
		Cotter Pin	23-00800-407	1 ea	
		Completion Sticker	Form 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
FL430A	Single gear vehicles - Remove and replace four steering gear mounting bolts	3.9	996-0601A	000-Modifiedx
FL430B	Dual gear vehicles - Remove and replace eight steering gear mounting bolts	4.9	996-0601B	000-Modifiedx
FL430B	Additional time for Stand Up Right Hand Drive vehicles only	1.0	996-0601C	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 (**FL430A** or **FL430B**).
- In the Primary Failed Part Number field, enter **25-FL430-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. Power steering fluid can be added to the claim not to exceed \$8.00.
- In the Labor field, first enter the appropriate SRT(s) from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours. Stand Up Right Hand Drive vehicles may add the additional SRT (996-0601C) to the claim.

# Recall Campaign

March 2005  
FL430AB  
NHTSA #04V-401  
**SECOND REVISED NOTICE**

- **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 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, Web inquiry at [AccessFreightliner.com](http://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.

# Recall Campaign



March 2005  
FL430AB  
NHTSA #04V-401

## Copy of Letter to Owner Subject: Condor Steering Gear Mounting Bolt

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 and Sterling Condor vehicles manufactured between May 1, 2000 and May 20, 2004.

The bolts that attach the steering gear to the chassis mounting bracket may not have full thread engagement. The bolts may become loose and allow the steering gear to separate from the chassis which may lead to a loss of steering control, resulting in a possible vehicle crash without prior warning.

Longer bolts 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. To locate a dealer, search online at [www.Freightliner.com](http://www.Freightliner.com) or contact the Warranty Campaigns Department.

When you contact your dealer, refer to campaign number **FL430AB**. Once kit(s) are received at the dealership the modification will take between three to five hours depending on your vehicle model 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 **FL430**.

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](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 Transport Canada, ASFAD, Place de Ville Tower C, 330 Sparks Street, Ottawa, ON K1A 0N5, or phone (800) 333-0510.

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 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.

# Recall Campaign

March 2005  
 FL430AB  
 NHTSA #04V-401  
 SECOND REVISED NOTICE

## Work Instructions

### Subject: Condor Steering Gear Mounting Bolt

**Models Affected:** Specific Freightliner and Sterling Condor vehicles manufactured between May 1, 2000 and May 20, 2004.

**Revision:** Step 14 of the work instructions has an updated torque value.

### Procedure

NOTE: The following procedures are the same for the left-hand-drive and right-hand-drive vehicles. On dual-gear vehicles, these procedures will apply to both gear boxes. Use replacement steering gear mounting bolts (p/n 23-09447-225 from kit 25-FL430-000); see Fig. 1, Ref. 6.

### Steering Gear Mounting Bolt Replacement

1. Place the front tires in the straight-ahead position. If possible, drive the vehicle in a straight line for a short distance, stopping at the spot where the work is to be done. Park the vehicle on a level surface. Shut down the engine and set the parking brake. Chock the tires.
2. Check the base label (Form WAR259) for a completion sticker for FL430 indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch.

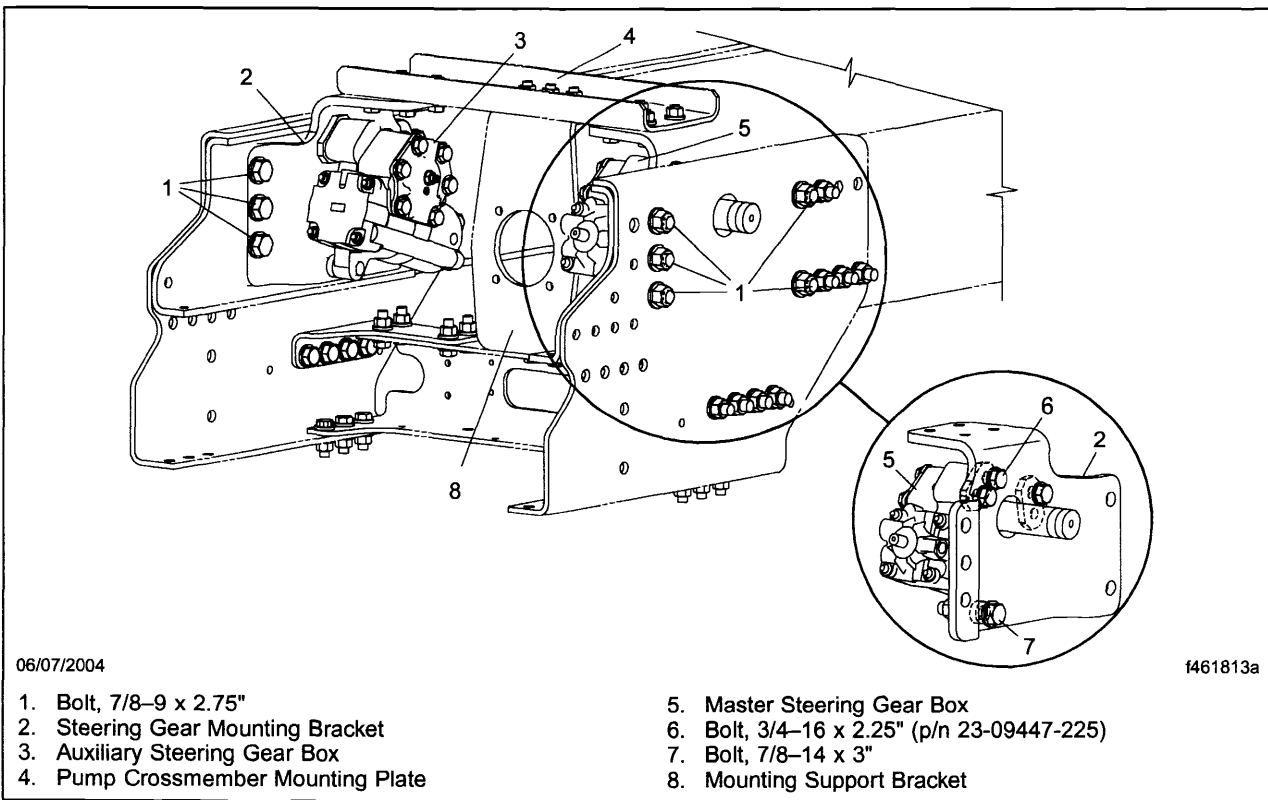


Fig. 1, Dual Steering Gear Mounting Bracket Assemblies (LH/RH Drive similar)

If a completion sticker is present, no further work is needed.

If there is no completion sticker, go to the next step.

3. Start the engine and raise the BODY of the vehicle, if it is necessary to tilt the cab. Follow the BODY manufacturer's operating and safety instructions.
4. Shut off the engine.
5. Open the grille.
6. Remove the pinch-bolts and nuts from the steering driveline that connects the steering column or miter box to the master steering gear. Discard the used pinch bolts and nuts.

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 **CAUTION**

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**Do not pound the U-joint or lower end yoke on or off the input shaft. Internal damage to the steering gear can result.**

7. Remove the steering driveline.

 **DANGER**

**Before tilting the cab or returning the cab to the normal operating position, read the instructions and the hazard notices in Group 60 of the *Condor Workshop Manual*. Failure to follow these instructions could cause the cab to fall and hit or crush a person, which will result in severe injury or death.**

8. Tilt the cab, following the instructions and hazard notices in **Group 60** of the *Condor Workshop Manual*.
9. Remove the pitman arm(s) from the sector shaft(s).
  - 9.1 Mark the pitman arm and sector shaft with paint or a grease pencil prior to disassembly of the components so proper alignment is recorded for installation. See **Fig. 2**.
  - 9.2 Remove the pitman arm pinch-bolt and nut.

 **WARNING**

**Never leave a chisel wedged in the pitman arm slot. When using a chisel to spread the slot in the pitman arm, maintain a firm grip on the chisel at all times. Otherwise, the chisel may fly loose, which could cause an injury.**

- 9.3 Using a two-jaw puller, remove the pitman arm from the input shaft. If the truck is equipped with SURHD (Stand-Up Right-Hand Drive), it may be necessary to use a chisel to spread the pitman arm so that it will slide off the sector shaft on the right-hand side of the vehicle.
10. Remove the pump crossmember mounting plate and mounting support bracket. See **Fig. 1**.
11. Remove the charge air cooler, and move the condenser aside.

 **WARNING**

**The TAS65 steering gear weighs 80 lb. (36 kg) dry. Use caution when removing, lifting, and carrying the steering gear to avoid personal injury.**

12. Remove the bolts that attach the steering gear mounting bracket to the frame-rail.

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 FL430AB  
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**SECOND REVISED NOTICE**

13. Allow the steering gear to lean toward the middle to gain access to the bolts. If the truck has a front mount PTO, lean the gear against the PTO.
14. Using the 3/4–16 x 2-1/4 bolts supplied with the kit, replace each bolt (one at a time) that attaches the steering gear mounting bracket to the steering gear. There will be four on each gear. Tighten the bolts to 269 lbf-ft (365 N·m). See **Fig. 3**
15. Attach the steering gear and bracket to the frame-rail. Tighten the fasteners to 388 lbf-ft (526 N·m).
16. Repeat steps 12 through 15 for the opposite side of the vehicle if equipped with dual steering gears.
17. Install the charge air cooler and the condenser.
18. Attach the pump crossmember mounting plate to the steering gear brackets. Tighten the fasteners to 128 lbf-ft (174 N·m).
19. Install the fasteners that attach the crossmember mounting plate to the support bracket. Tighten the fasteners to 128 lbf-ft (174 N·m).

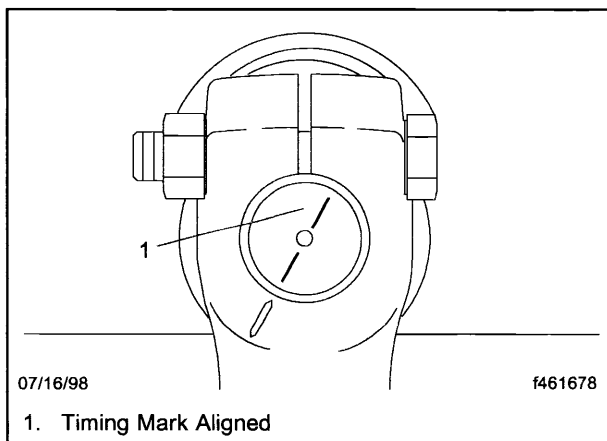
**⚠ WARNING**

**Never leave a chisel wedged in the pitman arm slot. When using a chisel to spread the slot in the pitman arm, maintain a firm grip on the chisel at all times. Otherwise, the chisel may fly loose, which could cause an injury.**

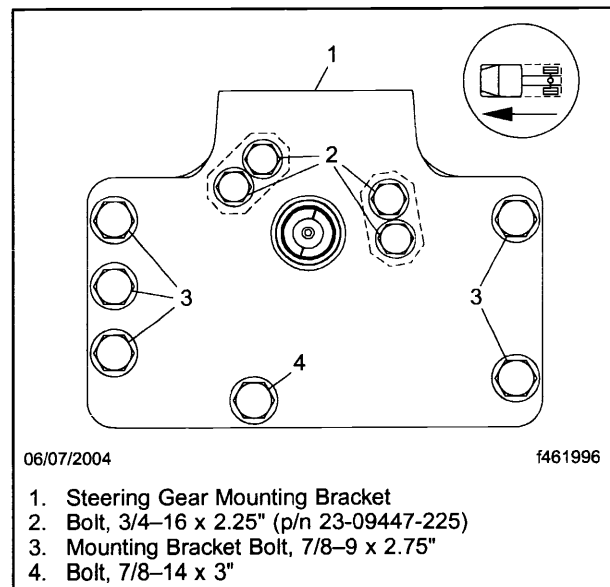
20. Align and install the pitman arm(s) on the steering gear(s). See **Fig. 2**.

**NOTE:** The pitman arm may not fit over the splines on the sector shaft without spreading the slot in the arm. To wedge the slot open, use a ball-peen hammer to drive a chisel into the slot. Hold the chisel in place, and install the pitman arm on the sector shaft. Remove the chisel from the slot.

21. Install the pitman arm pinch-bolt and nut, and tighten the nut to 230 lbf-ft (312 N·m).



**Fig. 2, Typical Pitman Arm and Timing Marks**

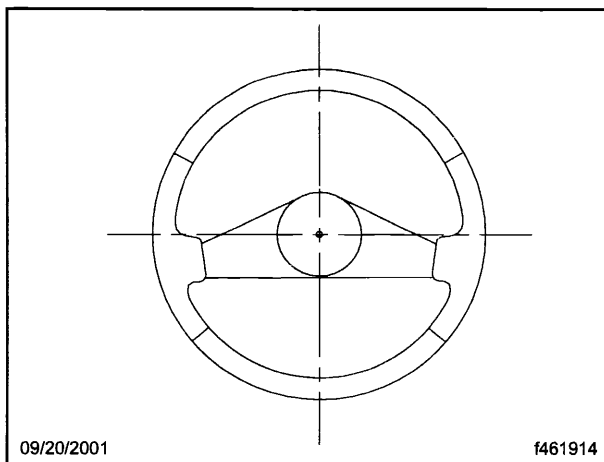


**Fig. 3, Steering Gear Mounting Bracket (view of frame removed for clarity)**

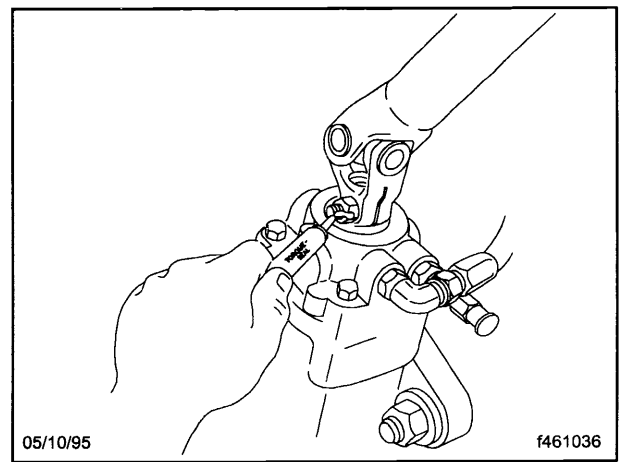
## DANGER

Before tilting the cab or returning the cab to the normal operating position, read the instructions and the hazard notices in Group 60 of the *Condor Workshop Manual*. Failure to follow these instructions could cause the cab to fall and hit or crush a person, which will result in severe injury or death.

22. Return the Cab of the vehicle to normal operating position.
23. Install the steering driveline.
  - 23.1 Clean the input shaft splines.
  - 23.2 Install the steering driveline on the steering gear and install a new pinch-bolt and nut. Tighten the fasteners to 55 lbf-ft (75 N·m).
  - 23.3 Position the steering wheel at  $\pm 10$  degrees of center. See **Fig. 4**.
  - 23.4 Install the steering driveline on the miter box or steering shaft, then install a new pinch-bolt and nut. Tighten the fasteners to 55 lbf-ft (75 N·m).
  - 23.5 Apply Torque Seal<sup>®</sup> OGP F900WHITE to the exposed pinch-bolt threads. See **Fig. 5**.
24. Return the grille to the closed position.
25. Start the vehicle and return the BODY of the vehicle to normal operating position, following the BODY manufacturer's operating and safety instructions.
26. Remove the tire chocks.
27. Drive the vehicle a short distance to verify that the steering wheel is straight. See **Fig. 4**. If it is not, remove the steering wheel and reposition it, following the instructions in the *Condor Workshop Manual*, **Section 46.00, Subject 100**.
28. Clean a spot on the base label (Form WAR259). Attach a completion sticker (Form WAR260) for campaign FL430 to the base label.



**Fig. 4, Steering Wheel Centered**



**Fig. 5, Apply Torque Seal as Shown**