

Recall Campaign



November 2005
FL452AB
NHTSA #05V-408

Copy of Letter to Owner Subject: ZF Steering Shaft Assemblies

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 subsidiaries, Sterling Truck Corporation and Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Business Class, Century S/T, Classic/Classic XL, Columbia, Coronado, and FLD vehicles; Sterling L-Line right hand drive vehicles; and Freightliner Custom Chassis XC motorhome chassis manufactured between April 8, 2004, and December 23, 2004, with ZF steering shafts.

The lower yoke on some steering shafts may have been incorrectly machined. The steering shaft splines could push through the lower yoke, allowing the steering wheel to turn without any response, resulting in a loss of steering and possible vehicle crash without prior warning.

A retaining collar will be permanently installed on the steering shaft to prevent the splines from pushing through the yoke.

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 or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL452AB**. Once kit(s) are received at the dealership, the modification should take less than an hour 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 **FL452AB**.

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.

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 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 call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9253); or to to <http://www.safercar.gov>. 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

Work Instructions

Subject: ZF Steering Shaft Assemblies

Models Affected: Specific Freightliner Business Class, Century S/T, Classic/Classic XL, Columbia, Coronado, and FLD vehicles; Sterling L-Line right hand drive vehicles; and Freightliner Custom Chassis XC motorhome chassis manufactured between April 8, 2004, and December 23, 2004, with ZF steering shafts.

Clamp Installation — Freightliner Vehicles

NOTE: Use one recall kit.

1. 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) on the vehicle for a completion sticker for FL452 (Form WAR260) indicating that this work has been completed. The base label is usually located on the passenger door jamb about 12 inches (30 cm) below the door latch. If a completion sticker for FL452 is found, no further work is needed. Remove the chocks from the tires. If a completion sticker is not found, proceed to the next step.
 3. Open the hood.
 4. Using a cloth to remove all dirt and grease, clean the steering shaft approximately 5 inches (127 mm) above the U-joint yoke assembly nearest the steering gear. See **Fig. 1**.
 5. Install the clamp from the kit on the steering shaft, with the claws extending over the U-joint yoke. See **Fig. 2**.
- IMPORTANT:** Do not use air or power tools to install the capscrews on the clamp. Only a socket wrench should be used.
6. Apply Loctite® 277 to the threads of the four tamper-proof capscrews from the kit. Install them on the clamp and hand tighten them in an X pattern, tightening them to 15 to 20 lbf·ft (20 to 27 N·m). Repeat the same pattern, and tighten the capscrews to 30 lbf·ft (40 N·m), or until the heads break away. (The head of the capscrew is designed to break away after the correct torque is applied.)
 7. 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 the completion sticker for recall FL452 (Form WAR260) from the kit to the base label.
 8. Close the hood and remove the chocks from the tires.

Clamp Installation — FCCC XC Motorhome Chassis

NOTE: Use two recall kits.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Before starting the modification procedure, check the base label (form WAR259) on the vehicle for a completion label for FL452 (Form WAR260) indicating that this work has been completed. The base label is usually located on the front wall under the dash. If a completion sticker for FL452 is found, no further work is needed. Remove the chocks from the tires. If a completion sticker is not found, proceed to the next step.
3. Using a cloth to remove all dirt and grease, clean the lower steering shaft approximately 5 inches (127 mm) above the U-joint yoke nearest the steering gear. See **Fig. 3** and **Fig. 4**.
4. On the lower-steering-shaft end nearest the steering gear, install a clamp from a kit with the claws extending over the U-joint yoke. See **Fig. 5**.

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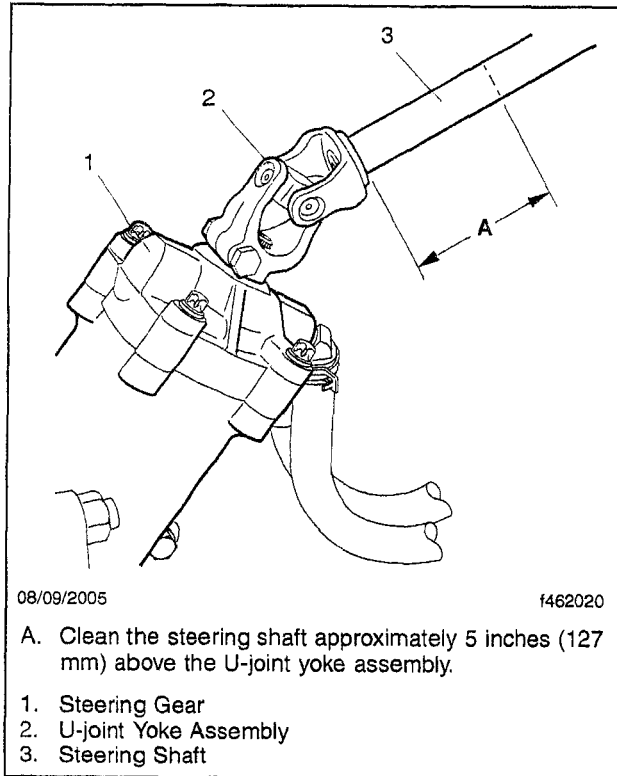


Fig. 1, Cleaning of the Steering Shaft on a Freightliner Vehicle

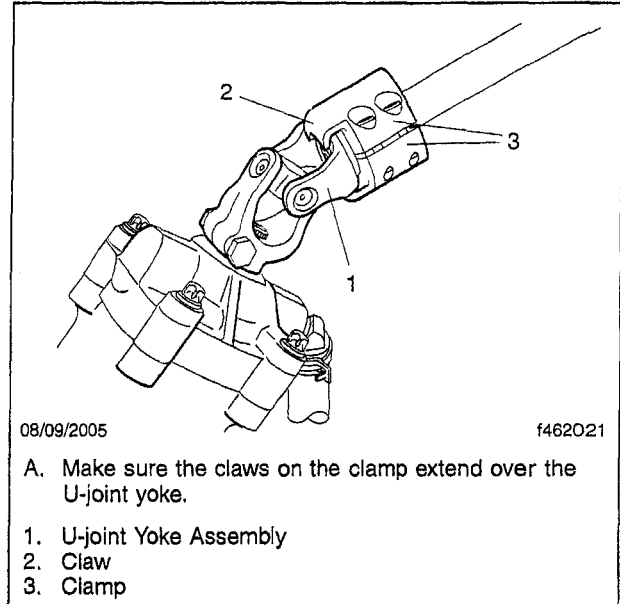


Fig. 2, Clamp Installation on the Steering Shaft (Freightliner Vehicle Installation Shown)

IMPORTANT: Do not use air or power tools to install the capscrews on the clamp. Only a socket wrench should be used.

5. Apply Loctite® 277 to the threads of four tamper-proof capscrews. Install them on the clamp and hand tighten them in an X pattern, tightening them to 15 to 20 lbf·ft (20 to 27 N·m). Repeat the same pattern, and tighten the capscrews to 30 lbf·ft (40 N·m), or until the heads break away. (The head of the capscrew is designed to break away after the correct torque is applied.)
6. Using a cloth to remove all dirt and grease, clean the upper steering shaft approximately 5 inches (127 mm) above the U-joint yoke nearest the bevel box. See Fig. 3.
7. On the upper-steering-shaft end nearest the bevel box, install the clamp from a kit so that the claws extend over the U-joint yoke. See Fig. 5.

IMPORTANT: Do not use air or power tools to install the capscrews on the clamp. Only a socket wrench should be used.

8. Apply Loctite® 277 to the threads of the four tamper-proof capscrews from the kit. Install them on the clamp and hand tighten them in an X pattern, tightening them to 15 to 20 lbf·ft (20 to 27 N·m). Repeat the same pattern, and tighten the capscrews to 30 lbf·ft (40 N·m), or until the heads break away. (The head of the capscrew is designed to break away after the correct torque is applied.)
9. Clean a spot on the base label (form WAR259). The base label is usually located on the front wall under the dash. Attach a completion sticker for recall FL452 (Form WAR260) from one of the kits to the base label. Discard the extra completion sticker.
10. Remove the chocks from the tires.

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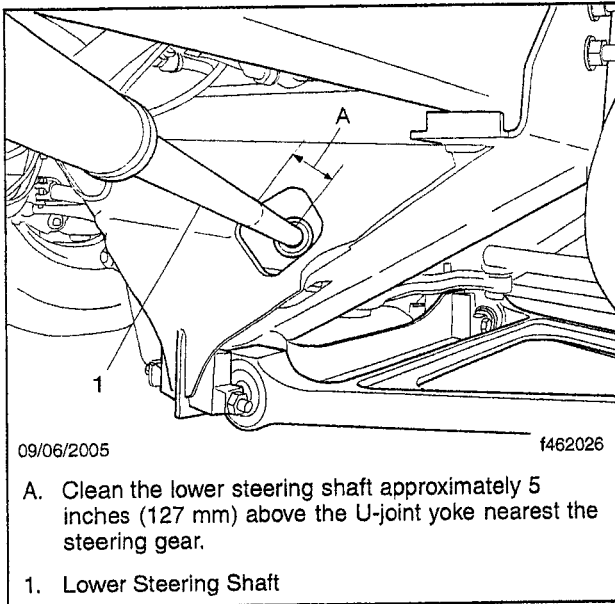


Fig. 4, Cleaning of the Lower Steering Shaft on an FCCC XC Motorhome Chassis

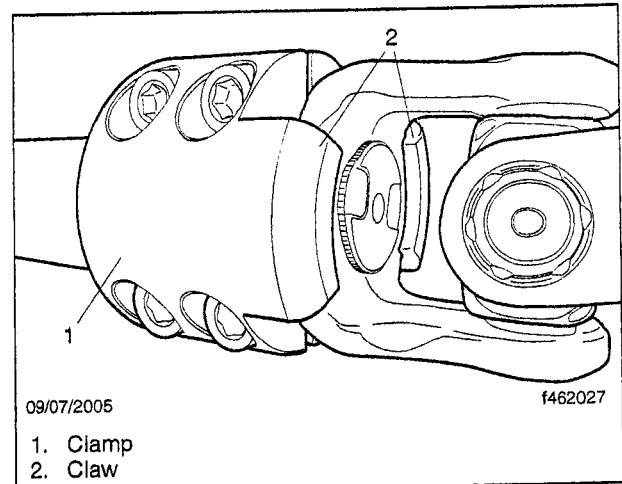


Fig. 5, Clamp Installation on the Steering Shaft (FCCC XC Motorhome Chassis Installation Shown)