

Copy of Letter to Owner

Subject: FCCC Front Axle Tie Rod Thread Engagement

Freightliner LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF332AB to modify specific Freightliner Custom Chassis XC chassis manufactured with TRW AS120 suspensions and 12,000 lb. front axles built between April 4, 2005, and October 13, 2005.

Certain vehicles may have been manufactured with tie rods that are too short for the front axle crossbar taper.

The tie rod will be inspected and replaced if necessary with a longer tie rod assembly. If the tie rod is replaced, a toe-in alignment procedure will also be performed.

Repair kits are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified as soon as possible and to assure that parts are available at the dealer. To locate a dealer, search online at www.FreightlinerCustomChassis.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to Field Service Campaign **SF332A** and your vehicle identification number. Once kit(s) are received at the dealership, the campaign may take up to two hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on July 31, 2007**. Please make sure your vehicle(s) is modified prior to this date. Modifications completed after this date will be done at the customer's expense.

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 campaign has been completed on your vehicle, please ensure that a completion sticker has been affixed to your vehicle referencing **SF332A**.

Contact the Warranty Campaigns Department at (800) 547-0712, from 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, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Field Service Campaign

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July 2006
SF332AB

Work Instructions

Subject: FCCC Front Axle Tie Rod Thread Engagement

Models Affected: Specific Freightliner Custom Chassis XC chassis manufactured with TRW AS120 suspensions and 12,000 lb. front axles built between April 4, 2005, and October 13, 2005.

IMPORTANT: Vehicles in SF332B have already been repaired, and no further work is necessary. SF332B is for reporting purposes only.

Tie Rod Assembly Inspection

1. Inspect the base completion label (Form WAR259), located on the front wall under the dash, for a campaign completion sticker (Form WAR261).

If a sticker is present for SF332, no further work needs to be done.

If no sticker is present, proceed with the steps below.

2. Park the vehicle on a level surface, apply the parking brakes, shut down the engine, and chock the rear tires.
3. Inspect the tie rod for correct thread engagement. There must be threads showing the full length of the slot. See Fig. 1 and Fig. 2.

If the tie rod thread engagement is correct on both ends, no further work needs to be done. Go to step 4.

If the tie rod thread engagement is not correct on both ends, go to the tie rod assembly replacement.

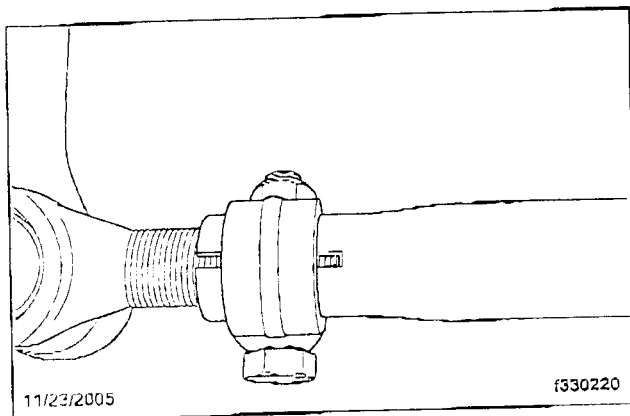


Fig. 1, Correct Tie Rod Thread Engagement

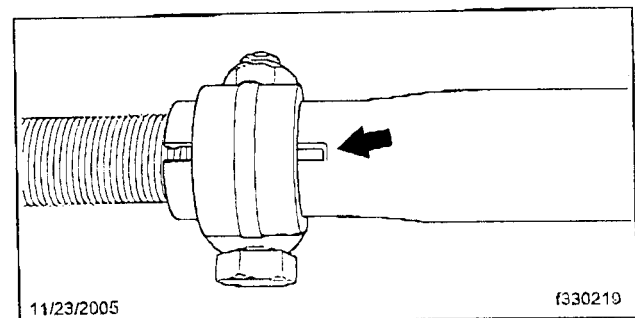


Fig. 2, Incorrect Tie Rod Thread Engagement

4. 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 campaign SF332 (Form WAR261) to the base label.

Tie Rod Assembly Replacement

IMPORTANT: Before replacing the tie rod assemblies, make sure the tires are pointing straight ahead. Do not turn the steering wheel at any time during this procedure.

1. Measure and record the center-to-center distance between the tie rod end grease fittings. See Fig. 3.

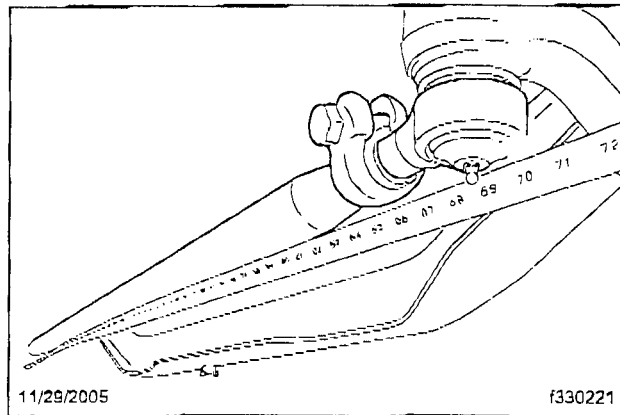


Fig. 3, Center-to-Center Distance Between Tie Rod End Grease Fittings

2. With the tires straight ahead, and using a ball-stud removal tool, disconnect the tie rod cross tube from the right- and left-side axle steering arms.
3. Remove and discard the cotter pins and castle nuts from the tie rod ends to the tie rod arms.

IMPORTANT: Use care when performing the following procedures to avoid damaging the tie rod arms.

4. Remove the tie rod end tapers from the tie rod arms and remove and discard the tie rod assembly.
5. Measure the exposed thread on the ends of the new tie rod assembly. Adjust until the exposed thread on either tie rod end is within 0.125 inches (3 mm) of each other.
6. Install the replacement tie rod assembly from the kit in the tapered tie rod arm holes. The tie rod tube should hang below the tie rod arms and the tie rod clamp nuts should face the rear of the vehicle, with the clamps hanging below the tube.

IMPORTANT: Use the new fasteners that come loosely installed on the tie rod assembly from the kit. Do **not** use the old fasteners.

7. Install the castle nuts and tighten them 160 to 300 lbf-ft (217 to 407 N·m).
8. Adjust the castle nuts by turning them clockwise until the hole in the tie rod end ball stud is aligned with the nearest slot on the castle nut.
9. Install new cotter pins into the left and right tie rod end ball studs. Bend the tangs of the cotter pins to ensure retention.
10. Roughly adjust the toe-in by twisting the tie rod tube until the distance between the grease fittings equals the center-to-center distance recorded earlier. Adjust the tube clamps so that the bolts hang below the tie rod end tube.
11. Tighten the clamp nuts and bolts 40 to 60 lbf ft (55 to 82 N·m).
12. Pump multipurpose chassis grease NLGI Grade 1 (6% 12-hydroxy lithium stearate grease) or NLGI Grade 2 (8% 12-hydroxy lithium stearate grease) into the tie rod ends until grease flows out of the ball-stud necks. Wipe off excess grease.

NOTE: NLGI Grade 2 grease is preferred.

13. Verify that you cannot see through the slots in the tie rod tube. See Fig. 1 and Fig. 2.

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14. Perform a front-wheel toe-in alignment procedure. For instructions, see **Section 33.00, Subject 140**, in the *Recreational Vehicle Chassis Workshop Manual*.
15. 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 campaign SF332 (Form WAR261) to the base label.
16. Remove the chocks from the tires.