

Recall Campaign

December 2006
 FL483A
 NHTSA #06V-423

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.

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 1,500 vehicles involved in this campaign.

IMPORTANT: Field Service Campaign SF332 has been replaced by Recall FL483A. The repair and replacement kits are the same. If SF332 has been done, no further work is needed. If SF332 has NOT been done, FL438 must be completed.

Certain vehicles may have been manufactured with tie rods that are too short for the axle assembly. The tie rod ends may separate under certain conditions, resulting in reduced steering control. Such an event may lead to a crash without prior warning.

The tie rod will be inspected and assemblies that are too short will be replaced.

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 or Form WAR261). **If a sticker for either FL483 or SF332 is present, no further work is needed.**

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. **Please order kit 25-SF332-000 for this Recall.**

If our records show your dealership has ordered any vehicles involved in campaign number FL483A, 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 repair.

Table 1 - Replacement Kit for FL483A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL483A	25-SF332-000 Please order this kit for all FL483 repairs.	Tie Rod Assembly	ABP P6803304403	1 ea	\$196.79 US \$284.92 CAN
		Completion Sticker - Do not use. Write FL483 on a blank red sticker.	WAR261	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

Recall Campaign

December 2006
 FL483A
 NHTSA #06V-423

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
FL483A	Inspect tie rod assembly	0.1	996-0694A	000-Inspected
	Inspect and remove and replace tie rod assembly	1.3	996-0694B	000-Modifiedx

Table 2

IMPORTANT: When the recall has been completed, locate the base label in the appropriate location on the vehicle, and write the recall number on a blank red completion sticker and attach it to the base label. If the vehicle does not have a base label, clean a spot on the appropriate location of the vehicle and first attach the base label (Form WAR259).

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 (**FL483A**).
- In the Primary Failed Part Number field, enter **25-FL483-000**. NOTE: The PFI is for FL483.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. **Please order kit 25-SF332-000 for this repair.**
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.4 hours for RVs.
- **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.

IMPORTANT: ServicePro[®] 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 2006
FL483A
NHTSA #06V-423

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 (Title 49, United States Code, Chapter 301), 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.

Recall Campaign



December 2006
FL483A
NHTSA #06V-423

Copy of Letter to Owner Subject: FCCC Front Axle Tie Rod Thread Engagement

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice is also sent in accordance with 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 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.

You may have received a notice for Field Service Campaign SF332AB in August of 2006. **This letter is to notify you that SF332 has been replaced by Recall FL483.**

If you have had SF332 done, no further work is needed. You may disregard this notice. If you have not had SF332 done, we urge you to have recall FL483A performed at your earliest convenience.

Certain vehicles may have been manufactured with tie rods that are too short for the axle assembly. The tie rod ends may separate under certain conditions, resulting in reduced steering control. Such an event may lead to a crash without prior warning.

The tie rod will be inspected and assemblies that are too short will be replaced.

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.FreightlinerCustomChassis.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL483A**. Once kit(s) are received at the dealership, the modification may take up to two hours 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 **FL483A**.

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, Federal law requires that you forward this notice to the lessee within 10 days. 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 SW, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or 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

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.

Please speak with your Freightliner LLC authorized dealer concerning this matter.

Recall Campaign

December 2006
FL483A
NHTSA #06V-423

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.

This Recall replaces Field Service Campaign SF332. The repair and replacement kits are the same. Use kit 25-SF332-000 for this Recall.

Tie Rod Assembly Inspection

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

1. Inspect the base label (Form WAR259), located on the front wall under the dash, for a completion sticker (Form WAR260 or Form WAR261). If a sticker is present for FL483 or 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.

4. 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. Write campaign number FL483 on a blank red completion sticker (Form WAR260) and attach it to the base label.

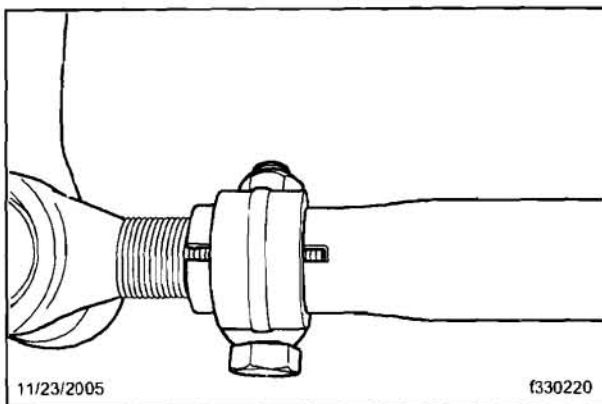


Fig. 1, Correct Tie Rod Thread Engagement

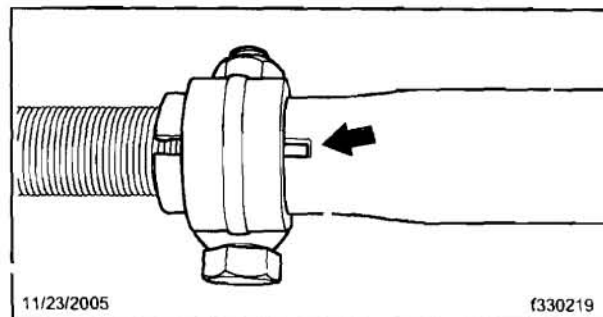


Fig. 2, Incorrect Tie Rod Thread Engagement

Tie Rod Assembly Replacement

IMPORTANT: Before replacing the tie rod assembly, 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**.
2. **IMPORTANT:** Use care to avoid damaging the steering arms when doing the following step.

With the tires straight ahead, and using a ball-stud removal tool, disconnect the tie rod assembly from the right- and left-side axle steering arms.

3. Measure the exposed thread on the ends of the new tie rod assembly and adjust the thread engagement until the exposed threads on both ends is within 0.125" of each other making sure that the threads show the full length of the slots.
4. Install the replacement tie rod assembly ends into the tapered holes of the axle steering arms. The tie rod clamp nuts should face the rear of the vehicle, with the clamps hanging below the crosstube.

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

5. Install the new castle nuts and tighten them 160 to 300 lbf-ft (217 to 407 N·m).
6. Continue to tighten the castle nuts until the next slot aligns with the holes in the tie rod ends.
7. Install new cotter pins into the left and right tie rod ends. Bend the tangs of the cotter pins to ensure retention.
8. Roughly adjust the toe-in by twisting the tie rod crosstube until the distance between the grease fittings equals the center-to-center distance recorded earlier. Adjust the crosstube clamps so that the bolts hang below the crosstube.
9. Perform a front-wheel toe-in alignment procedure. For instructions, see **Section 33.00, Subject 140**, in the *Recreational Vehicle Chassis Workshop Manual*.
10. Tighten the clamp nuts and bolts 40 to 60 lbf-ft (55 to 82 N·m).
11. 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.

12. Verify that you can see threads showing the full length of the slot. See **Fig. 1**.

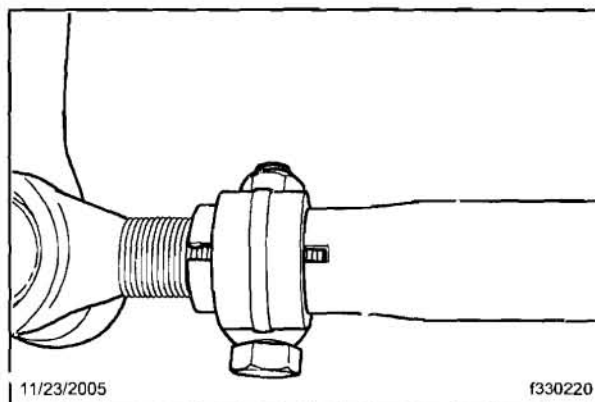


Fig. 1, Correct Tie Rod Thread Engagement

Recall Campaign

December 2006
FL483A
NHTSA #06V-423

13. 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. Write campaign number FL483 on a blank red completion sticker (Form WAR260) and attach it to the base label.
14. Remove the chocks from the tires.