

Recall Campaign

August 2007
FL503A
NHTSA #07V-289

Copy of Letter to Owner

Subject: Douglas Autotech Steering Column Welds

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 Freightliner Trucks Division and its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Century S/T, Columbia, and Coronado vehicles and Freightliner Custom Chassis FS65 school bus chassis (Thomas Built Buses Conventional FS65) manufactured between October 23, 2004, and March 21, 2006, with Douglas Autotech steering columns.

Certain steering columns may have been manufactured without two welds. Columns with missing welds may fatigue and fracture, allowing the steering wheel to progressively move out of its normal operating position, causing a change in steering. If this condition is ignored, a possible vehicle crash may occur.

Steering columns will be inspected and any that are missing the two welds will be replaced.

Contact your authorized dealer to arrange to have your vehicle(s) inspected. To locate a dealer, search online at www.FreightlinerTrucks.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL503A**. Once kit(s) are received at the dealership, the Recall will take approximately 45 minutes 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 **FL503A**.

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 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 submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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 submit a complaint to 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