



Freightliner LLC
4747 N. Channel Ave
Portland, OR 97217-7699
503-745-6910 Phone
503-745-5544 Fax
NasserZamani@Freightliner.com

October 22, 2007

Dan Smith
Associate Administrator for Vehicle Safety
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 1
07V-394, FL-511, FS65 Steering Pinch Bolt**

Mr. Smith:

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 to be distributed to dealers and purchasers.

- (c)(3) **Total number of vehicles potentially affected: 4,540**
- (c) (8) **Communications sent to dealers: October 6, 2007**
Communications sent to owners: October 16, 2007
- (c) (10) **Copies of Communications sent to owners and dealers are attached.**

Please contact me if you have any questions.

Sincerely yours,

Nasser Zamani

Cc: Michael Mason, CAL-OSHA
Enclosure
Certified Mail# 7006 3450 0003 8408 4660

Recall Campaign

October 2007
FL511A
NHTSA #07V-394

Subject: FCCC FS/FB65 Steering Pinch Bolts

Models Affected: Specific Freightliner Custom Chassis FB65 shuttle bus chassis and FS65 school chassis (Thomas Built Buses Conventional FS65) manufactured between January 1, 2005, and August 31, 2005.

General Information

Freightliner LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 6,000 vehicles involved in this campaign.

The steering pinch bolt may have been improperly installed on some buses. Improper pinch bolt installation may cause a decoupling of the steering shaft and a loss of steering, resulting in a possible vehicle crash without prior warning.

Buses will be inspected for correct steering pinch bolt installation. Improperly installed pinch bolts will be torqued to the correct specification.

IMPORTANT: Vehicles should be taken out of regular service until the pinch bolt has been inspected. An inspection procedure has been provided to customers for their use prior to taking vehicles to a dealership for the Recall.

If a vehicle fails this inspection, it may not be driven and customers are to contact dealers immediately for assistance. Please arrange with customers to have a technician go to the customer's location to perform the Recall. This is necessary only if a vehicle fails the inspection.

Vehicles that pass the inspection should be brought in to the dealership by customers and returned to regular service after the Recall is performed.

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).

Replacement Parts

Replacement parts are not needed for this campaign. The repair is to inspect and torque steering pinch bolts, if necessary. If a pinch bolt is missing, install the appropriate replacement and include it on the Recall claim (the pinch bolt part number is 14-12076-001 and the prevailing torque nut part number is 14-12087-000).

If our records show your dealership has ordered any vehicles involved in campaign number FL511A, 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

October 2007
FL511A
NHTSA #07V-394

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL511A	Inspect steering pinch bolt	0.2	996-0729A	000-Inspected
	Inspect and torque steering pinch bolt	0.4	996-0729B	000-Modifiedx

Table 1

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 (**FL511A**).
- In the Primary Failed Part Number field, enter **25-FL511-000**.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.
- **Replacement parts are not needed for this campaign. The repair is to inspect and torque steering pinch bolts, if necessary. If a pinch bolt is missing, install the appropriate replacement and include it on the Recall claim (the pinch bolt part number is 14-12076-001 and the prevailing torque nut part number is 14-12087-000).**
- **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

October 2007
FL511A
NHTSA #07V-394

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 within 10 days.

Recall Campaign

October 2007
FL511A
NHTSA #07V-394

Copy of Letter to Owner Subject: FCCC FS/FB65 Steering Pinch Bolts

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 that relates to motor vehicle safety exists on specific Freightliner Custom Chassis FB65 shuttle bus chassis and FS65 school chassis (Thomas Built Buses Conventional FS65) manufactured between January 1, 2005, and August 31, 2005.

The steering pinch bolt may have been improperly installed on some buses. Improper pinch bolt installation may cause a decoupling of the steering shaft and a loss of steering, resulting in a possible vehicle crash without prior warning.

Buses will be inspected for correct steering pinch bolt installation. Improperly installed pinch bolts will be torqued to the correct specification.

IMPORTANT: Vehicles should be taken out of regular service until the pinch bolts have been inspected. Please see the enclosed inspection procedure for your use prior to taking your vehicle to a dealership for the Recall.

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 **FL511A**. The Recall will take up to 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 **FL511A**.

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

October 2007
FL511A
NHTSA #07V-394

Copy of Customer Inspection

Subject: FCCC FS/FB65 Steering Pinch Bolts

Models Affected: Specific Freightliner Custom Chassis FB65 shuttle bus chassis and FS65 school chassis (Thomas Built Buses Conventional FS65) manufactured between January 1, 2005, and August 31, 2005.

Pinch Bolt Inspection

WARNING

Affected vehicles should be taken out of regular service until the pinch bolts are inspected. If a vehicle does not pass the inspection below, contact your Freightliner or Thomas Built Buses dealer immediately for assistance.

1. Shut down the engine, set the parking brake, and chock the tires.
2. Rotate the steering wheel until the nut is fully visible. See **Fig. 2**.
3. Check to see if Torque Seal® (paint) is present on the pinch bolt and nut.

If Torque Seal (paint) is present, please contact your dealer and make arrangements to take your vehicle in to have the Recall performed.

If Torque Seal (paint) is *not* present on the pinch bolt and nut, contact your dealer immediately for assistance. The vehicle should not be driven until the Recall is performed.

4. Remove the chocks from the tires.

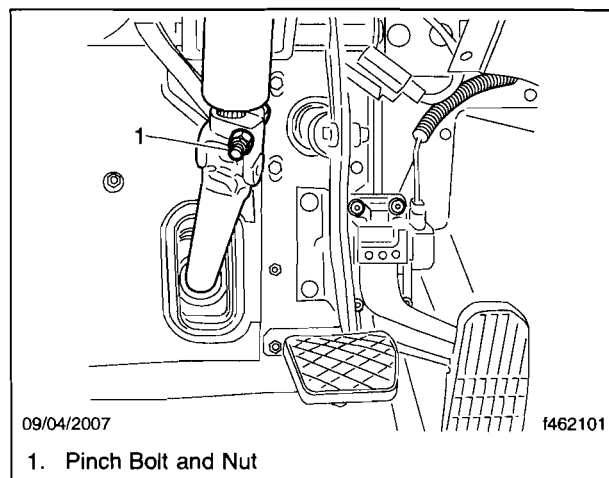


Fig. 1, Pinch Bolt and Nut on Fixed Steering Column

Work Instructions

Subject: FCCC FS/FB65 Steering Pinch Bolts

Models Affected: Specific Freightliner Custom Chassis FB65 shuttle bus chassis and FS65 school chassis (Thomas Built Buses Conventional FS65) manufactured between January 1, 2005, and August 31, 2005.

NOTE: Replacement parts are not needed for this campaign. The repair is to inspect and torque steering pinch bolts, if necessary. If a pinch bolt be missing, install the appropriate replacement and include it on the Recall claim (the pinch bolt part number is 14-12076-001 and the prevailing torque nut part number is 14-12087-000).

Pinch Bolt Inspection Procedure

WARNING

Customers are to take affected vehicles out of regular service until the pinch bolt is inspected, and, if necessary, torqued. Component damage and/or injury may occur.

1. Check the base label (Form WAR259) for a completion sticker (Form WAR260) for FL511 indicating this work has been done. The base label is usually located above the driver's window on buses. If a sticker for FL511 is present, nothing further needs to be done. If a sticker is not present, go to the next step.
2. Shut down the engine, set the parking brake, and chock the tires.
3. Rotate the steering wheel until the nut is fully visible. See **Fig. 1**.
4. Check to see if Torque Seal® (paint) is present on the pinch bolt and nut. If Torque Seal is present, go to the next step. If Torque Seal (paint) is *not* present on the pinch bolt and nut, go to "Pinch Bolt Torque Procedure."
5. Write the Recall number FL511 on a blank, red completion sticker and attach it to the base completion label in the driver's area. If there is no base completion label first attach a base label.
6. Remove the chocks from the tires.

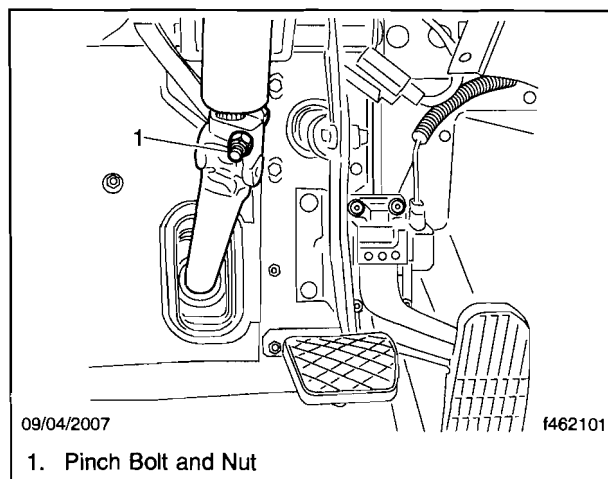


Fig. 1, Pinch Bolt and Nut on Fixed Steering Column

Recall Campaign

October 2007
FL511A
NHTSA #07V-394

Pinch Bolt Torque Procedure

1. Using two wrenches, torque the pinch bolt and nut to 45 to 55 lbf-ft (61 to 75 N-m).
2. Apply an inspection mark using an oil-based paint marker such as a Uni Paint Marker® or an inspection lacquer such as F-900 Torque Seal® to denote that the pinch bolt and nut has been torqued. **See the note below for additional information.**
3. Write the Recall number FL511 on a blank, red completion sticker and attach it to the base completion label in the driver's area. If there is no base completion label first attach a base label.
4. Remove the chocks from the tires.

NOTE: Paint markers are commonly found at office or art supply stores. F-900 Torque Seal® can be purchased in convenient 1/2-oz (14.2 g) poly squeeze tubes online at <http://www.skygeek.com/sealant.html> or is available in various high visibility, daylight fluorescing, or regular colors direct from the supplier:

Organic Products Company
P.O. Box 170428
Irving, TX 75017
(972) 438-7321
Email: ink@opcompany.com