

Recall Campaign

April 2007
FL489A
NHTSA #07V-009

Subject: Sterling 360 Vacuum Hoses

Models Affected: Specific Sterling 360 vehicles manufactured between January 11, 2006, and September 4, 2006.

General Information

Freightliner LLC, as the importer for Mitsubishi FUSO Truck and Bus Corp., has decided that a defect which relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 1,340 vehicles involved in this campaign.

Certain vacuum hoses used in the brake booster system may have been manufactured with insufficient thickness, allowing the hose to collapse during normal vehicle operation. Collapse of the vacuum hose could reduce brake booster effectiveness, resulting in increased stopping distance and a possible vehicle crash or personal injury.

The vacuum hoses 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).

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.

If our records show your dealership has ordered any vehicles involved in campaign number FL489A, 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.

Table 1 - Replacement Parts for FL489A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL489A	25-FL489-000	Vacuum Hose	MBF EX-20	1 ea	\$7.47 U.S.
		Completion Sticker	WAR260	1 ea	\$9.41 CAN

* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls.

Table 1

Removed Parts

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

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL489A	Remove and replace vacuum hose	0.2	996-0704A	000-Modifiedx

Table 2

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 (**FL489A**).
- In the Primary Failed Part Number field, enter **25-FL489-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- 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.
- **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.

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.

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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.

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Copy of Letter to Owner Subject: Sterling 360 Vacuum Hoses

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, as the importer for Mitsubishi FUSO Truck and Bus Corp., has decided that a defect which relates to motor vehicle safety exists on specific Sterling 360 vehicles manufactured between January 11, 2006, and September 4, 2006.

Certain vacuum hoses used in the brake booster system may have been manufactured with insufficient thickness, allowing the hose to collapse during normal vehicle operation. Collapse of the vacuum hose could reduce brake booster effectiveness, resulting in increased stopping distance and a possible vehicle crash or personal injury.

The vacuum hoses 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.FreightlinerTrucks.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL489A**. Once kit(s) are received at the dealership, the recall will take approximately half 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 **FL489A**.

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.

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Work Instructions

Subject: Sterling 360 Vacuum Hoses

Models Affected: Specific Sterling 360 vehicles manufactured between January 11, 2006, and September 4, 2006.

Vacuum Hose Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL489 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a sticker is present, no further work is needed. If there is no completion sticker, proceed with the steps below.
2. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
3. Tilt the cab. See "Tilting and Lowering the Cab" below.
4. Locate the vacuum hose. See **Fig. 1**.

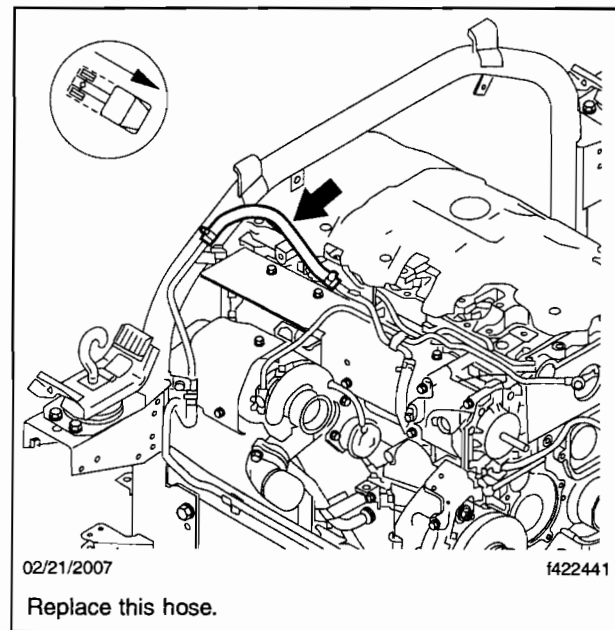


Fig. 1, Vacuum Hose Replacement

5. Remove the vacuum hose and replace it, with the new hose from the recall kit, in the same position and orientation as the old hose.
6. Lower the cab. See "Tilting and Lowering the Cab" below.
7. Clean a spot on the base label (Form WAR259), and attach a completion sticker (Form WAR260) for recall FL489.
8. Remove the chocks and return the vehicle to service.

Tilting and Lowering the Cab

WARNING

- Never tilt the cab when the vehicle is on any kind of slope. The cab will move too quickly under the effect of inertia if it is tilted on a slope, possibly causing component damage and personal injury. In addition, the hook may not engage completely when the cab is lowered.
 - To prevent injuries, never tilt the cab with persons inside.
 - The cab can drop suddenly, causing a personal injury, if there are heavy objects inside, or if it is equipped with a roof deck.
1. Prepare the cab for tilting.
 - Park the vehicle on a level surface, and shut down the engine.
 - To prevent the vehicle from moving, set the parking brake and chock all the tires.
 - Manual transmission—Put the shift lever in neutral.
Automatic transmission—Put the shift selector in "P" (park).
 - Remove any containers of water, or other liquids, from inside the cab before tilting.
 - Loose items left in the cab could fall and break the windshield or other equipment. Before tilting the cab, remove or secure all loose items.
 - Remove any objects from the roof.
 - Make sure both doors are tightly closed.
 - Do not touch the steering wheel, shift lever, parking brake lever, or any other control in the cab, while the cab is tilted.
 - Before tilting the cab, make sure there is at least 40 inches (1 meter) of clearance in front of, and above the cab, and that the area is clear of people and all objects.
 - If there are any obstructions within the clearance areas, remove them.
 - Retract the radio antenna.

CAUTION

Raise the cab slowly and gradually. Raising it quickly, and using too much force, could damage the cab tilt mechanism.

2. Tilt the cab as follows:
 - 2.1 Pull out the primary release lever (A). While holding lever A, lift the secondary release lever (B). See **Fig. 2**.
 - 2.2 While holding the tilt handle, pull the safety release lever (C). See **Fig. 3**. The cab will rise slightly.
 - 2.3 Use the tilt handle to raise the cab. After confirming that the lock lever is hooked onto the cab stay, and the stay is secured, fit the hold-down into the notch in the lock lever. The cab stay must be completely straight for the hold-down to engage in the notch. See **Fig. 4**.

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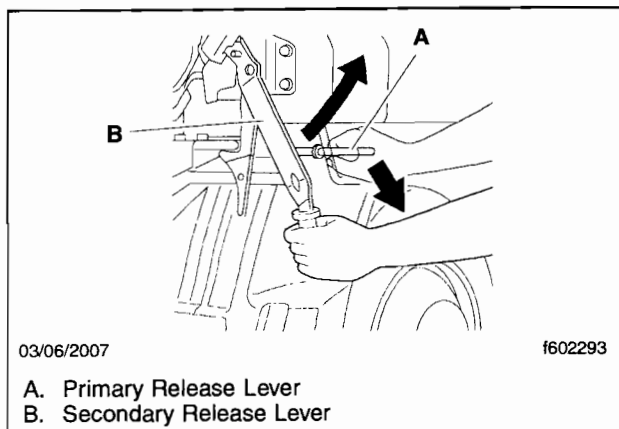


Fig. 2, Releasing the Cab Locks

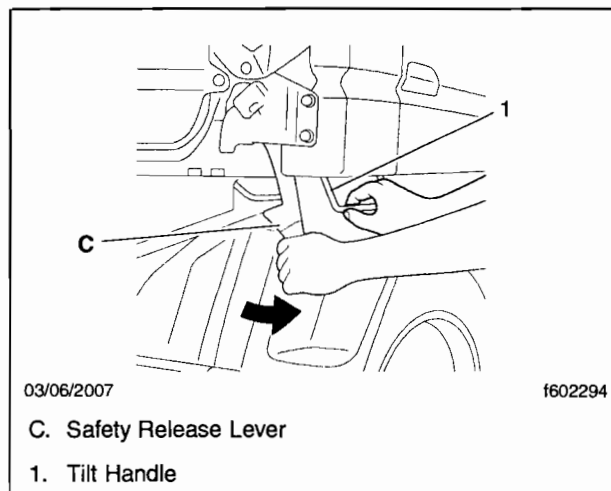


Fig. 3, Releasing the Safety Latch

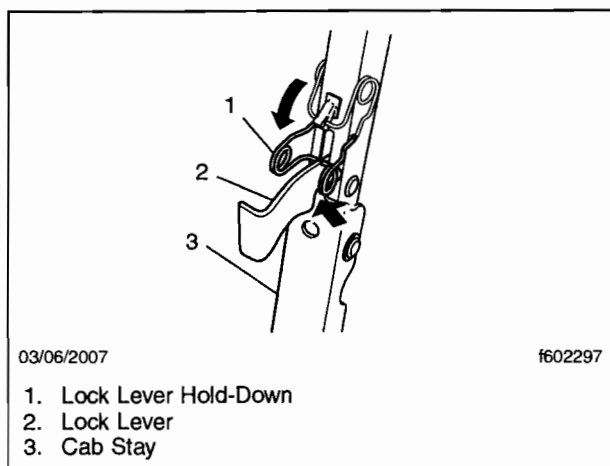


Fig. 4, Engaging the Hold Down

WARNING

Be sure to fit the hold-down into the notch in the lock lever to prevent the cab from dropping, which could cause a personal injury.

WARNING

Before lowering the cab:

- Make sure that you have not left flammable objects inside the engine compartment. This could cause a fire, and result in burn injuries.
- The cab could drop suddenly, causing a personal injury, if there are heavy objects inside, or on the roof deck. Always lower the cab slowly, and provide adequate support.

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- When you have unlocked the cab stay, remove your hands from the lock lever. As the cab stay releases, it tips toward the rear of the vehicle. A hand, or other body part, could get pinched, and cause an injury.

3. Lower the cab as follows:

CAUTION

Hold the cab tilt handle when lowering the cab. Holding lever B, or any other part, when lowering the cab could result in damage to the tilt mechanism.

- 3.1 Release the lock lever hold-down, and secure it under the clip. See **Fig. 5**.
- 3.2 Hold the tilt handle to support the cab. Lift the lock lever, and release the cab stay. See **Fig. 6**.
- 3.3 Still holding the tilt handle, lower the cab until the hook on the safety release (lever C) engages with the cab mount. See **Fig. 7**.
- 3.4 Lower the secondary release (lever B) until the pin engages with the latch. Make sure that lever B is locked in place and cannot be lifted. See **Fig. 8**.

NOTE: If lever B cannot be lowered until the pin engages, tilt the cab again, and repeat the lowering procedure from the beginning.

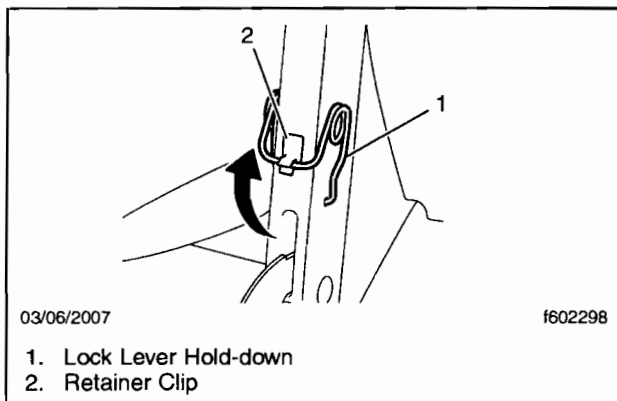


Fig. 5, Securing the Lock Lever Hold-down

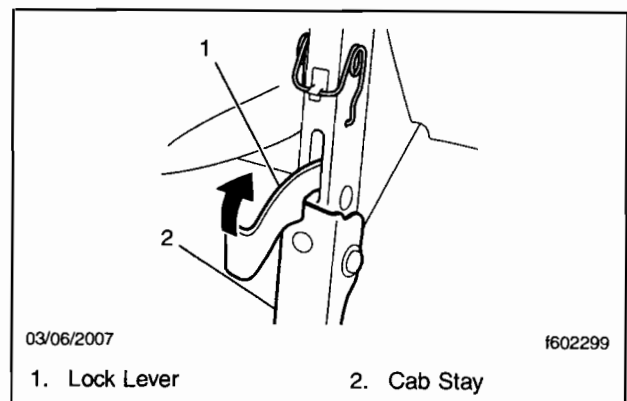


Fig. 6, Releasing the Cab Stay

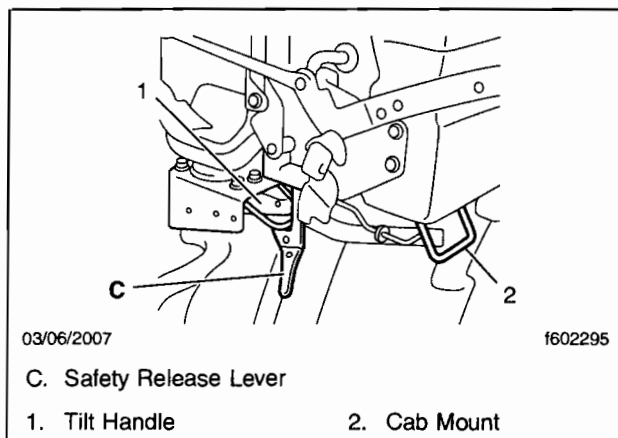


Fig. 7, Engaging the Safety Release Lever

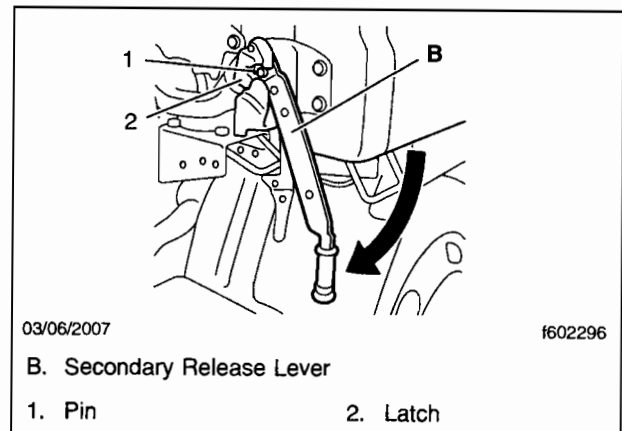


Fig. 8, Engaging the Latch

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4. Turn ON the ignition switch, and make sure that the cab tilt warning indicator does not illuminate. If the warning indicator illuminates and the buzzer sounds, the cab is not locked completely. If this happens, tilt the cab again, repeat the lowering procedure from the beginning, and lock it again. See **Fig. 9**.

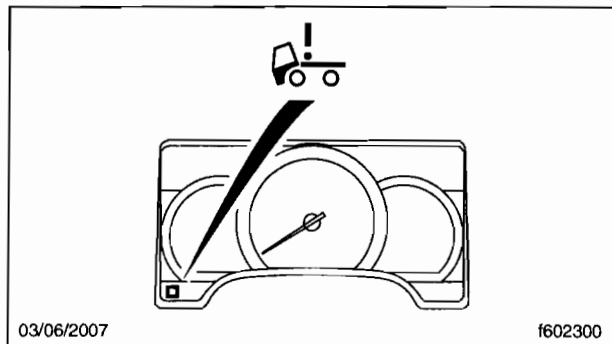


Fig. 9, Cab Tilt Warning Indicator

NOTE: Sometimes the switch that activates the cab tilt warning does not pop out when lever B is locked in place. If you continue to get a warning light with lever B locked, move the switch manually if necessary. If this does not work, replace the switch.