

DAIMLER

Daimler Trucks North America
Nasser Zamani
Manager
Compliance and Regulatory Affairs

March 5, 2008



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. 2 07V-316, FL-502, TufTrac Center Suspension Casting

Mr. Smith

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America 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: 1,602**
- (c)(8) **Communications sent to dealers: posted November 20, 2007**
Communications sent to owners: mailed December 12, 2007
- (c)(9) **Copies of Communications sent to owners and dealers are attached.**

Please contact me if you have any questions.

Sincerely yours,

A handwritten signature in cursive script that reads "Nasser Zamani".

Nasser Zamani

Cc: Michael Mason, CAL-OSHA

Enclosure

Certified Mail# 7003 2260 0001 3403 6869

A Daimler Company

Daimler Trucks North America LLC
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Portland OR 97217-7699
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Subject: TufTrac Center Suspension Castings

Models Affected: Specific Freightliner Argosy, Business Class M2, Columbia, Coronado, and FLD vehicles; Sterling Acterra and A/L-line vehicles; and Western Star 4900 vehicles manufactured between November 20, 2006, and February 2, 2007.

General Information

Freightliner LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiary, Sterling Truck Corporation, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 1,800 vehicles involved in this campaign.

Certain vehicles may have been built with center rear suspension brackets cast out of square. An out of square casting may stress the bracket causing it to crack while in service. The drive axle may not be held in position if a bracket fractures completely, which can affect vehicle control and result in a possible vehicle crash without prior warning.

The TufTrac center rear suspension brackets will be inspected and replaced if necessary. **Very few vehicles are expected require replacement of one or both of the center suspension brackets.**

REVISIONS: A clarified inspection procedure and new illustrations have been added to the work instructions. A new inspection procedure has been added for vehicles included in FL502C. Any vehicles in FL502C that have had the Recall inspection performed prior to this Important Campaign Information letter must have the Recall inspection performed again. Please submit an inquiry to Warranty Campaigns on AccessFreightliner.com for further instructions. If both brackets have already been replaced in FL502C, no further work is necessary.

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. **NOTE:** Very few vehicles are expected to require replacement of one or both of the center suspension brackets.

If our records show your dealership has ordered any vehicles involved in campaign number FL502A-F, 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 FL502A-F

IMPORTANT: Only replace the center suspension brackets after a vehicle inspection has determined that the brackets are out of square. Depending on the results of the inspection, some vehicles may require either one or two brackets. Replacement center suspension brackets must be ordered by vehicle serial number. You may claim "Next Day" (not "Next Morning") freight on your claim if necessary. Critical charges will not be covered by the Recall.

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Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL502A 139 VINs	25-FL502-000	Center Suspension Bracket	16-15065-000	1 ea	\$424.67 U.S. \$535.83 CAN
		5-8/11 Hex Capscrew	23-09444-325	2 ea	
		Prevailing Torque Nut	23-13179-110	2 ea	
		Hardened Flat Washer	23-09114-000	2 ea	
		9/16 Hex Capscrew	23-12576-125	2 ea	
		Completion Sticker	WAR260	1 ea	
FL502B 518 VINs	25-FL502-001	Center Suspension Bracket	16-15066-000	1 ea	\$349.09 U.S. \$440.47 CAN
		5-8/11 Hex Capscrew	23-09444-325	2 ea	
		Prevailing Torque Nut	23-13179-110	2 ea	
		Hardened Flat Washer	23-09114-000	2 ea	
		9/16 Hex Capscrew	23-12576-125	2 ea	
		Completion Sticker	WAR260	1 ea	
FL502C 50 VINs	25-FL502-002	Center Suspension Bracket	16-15066-004	1 ea	\$351.58 U.S. \$443.62 CAN
		5-8/11 Hex Capscrew	23-09444-325	2 ea	
		Prevailing Torque Nut	23-13179-110	2 ea	
		Hardened Flat Washer	23-09114-000	2 ea	
		9/16 Hex Capscrew	23-12576-125	2 ea	
		Completion Sticker	WAR260	1 ea	
FL502D 9 VINs	25-FL502-003	Center Suspension Bracket	16-15065-001	1 ea	\$353.82 U.S. \$446.45 CAN
		5-8/11 Hex Capscrew	23-09444-325	2 ea	
		Prevailing Torque Nut	23-13179-110	2 ea	
		Hardened Flat Washer	23-09114-000	2 ea	
		9/16 Hex Capscrew	23-12576-125	2 ea	
		Completion Sticker	WAR260	1 ea	
FL502E 9 VINs	25-FL502-004	Center Suspension Bracket	16-15065-002	1 ea	\$352.84 U.S. \$445.21 CAN
		5-8/11 Hex Capscrew	23-09444-325	2 ea	
		Prevailing Torque Nut	23-13179-110	2 ea	
		Hardened Flat Washer	23-09114-000	2 ea	
		9/16 Hex Capscrew	23-12576-125	2 ea	
		Completion Sticker	WAR260	1 ea	
FL502F 7 VINs	25-FL502-005	Center Suspension Bracket	16-15066-001	1 ea	\$348.33 U.S. \$439.51 CAN
		5-8/11 Hex Capscrew	23-09444-325	2 ea	
		Prevailing Torque Nut	23-13179-110	2 ea	
		Hardened Flat Washer	23-09114-000	2 ea	
		9/16 Hex Capscrew	23-12576-125	2 ea	
		Completion Sticker	WAR260	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

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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
FL502A-F	Inspect TufTrac center suspension brackets	0.2	996-0720A	000-Inspected
FL502A-F	Inspect TufTrac center suspension brackets, remove and replace one bracket	4.6	996-0720B	000-Modifiedx
FL502A-F	Inspect TufTrac center suspension brackets, remove and replace both brackets	8.7	996-0720C	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 (e.g. **FL502A, FL502B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL502-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. **Only replace the center suspension brackets after a vehicle inspection has determined that the brackets are out of square. Depending on the results of the inspection, some vehicles may require either one or two brackets. Replacement center suspension brackets must be ordered by vehicle serial number. You may claim "Next Day" (not "Next Morning") freight on your claim if necessary. Critical charges will not be covered by the Recall.**
- 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.

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 within 10 days.

Copy of Letter to Owner

Subject: TufTrac Center Suspension Castings

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, Sterling Truck Corporation, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Argosy, Business Class M2, Columbia, Coronado, and FLD vehicles; Sterling Acterra and A/L-line vehicles; and Western Star 4900 vehicles manufactured between November 20, 2006, and February 2, 2007.

Certain vehicles may have been built with center rear suspension brackets cast out of square. An out of square casting may stress the bracket causing it to crack while in service. The drive axle may not be held in position if a bracket fractures completely, which can affect vehicle control and result in a possible vehicle crash without prior warning.

The TufTrac center rear suspension brackets will be inspected and replaced if necessary.

Parts 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 www.SterlingTrucks.com, or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL502A-F**. Once kit(s) are received at the dealership, the Recall may take up to nine hours, depending on the work required, 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 **FL502A-F**.

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 wish to 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 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

Recall Campaign

January 2008
FL502A-F
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Work Instructions

Subject: TufTrac Center Suspension Castings

Models Affected: Specific Freightliner Argosy, Business Class M2, Columbia, Coronado, and FLD vehicles; Sterling Acterra and A/L-line vehicles; and Western Star 4900 vehicles manufactured between November 20, 2006, and February 2, 2007.

TufTrac Suspension Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL502 (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 completion sticker is present, no further work is needed. If there is no completion sticker, go to the next step.
2. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the front tires.

IMPORTANT: If the vehicle is included in FL502C, please proceed to the "FL502C Suspension Inspection" at the end of these Work Instructions.

3. Inspect both the right and left TufTrac center suspension bracket.

NOTE: Use a 32-inch length of angled steel for the inspection. The steel must be rigid and straight, as verified by a carpenter's square.

- 3.1 Find a place on the frame rail where the angled steel can be used to check the position of the control rod fastener relative to the frame rail. Clean both that area of the frame rail, and the threads of the fastener, so the angled steel can press flat against the rail during the inspection. See **Fig. 1** and **Fig. 2**.
- 3.2 Hold a piece of angled steel flat against the cleaned frame rail, and check the position of the fastener's threaded end relative to the frame rail.

If the frame rail side of the angled steel does **not** intersect the threads of the fastener, and the fastener is outboard of the frame rail, no further work is needed. See inset B, **Fig. 3**. Clean a spot on the base label (Form WAR259). Write the recall number, FL502, on a blank, red completion sticker (Form WAR260) and attach it to the base label.

If the fastener end intersects or lies inboard of the angled steel edge, the fastener is too far inboard of the frame rail. See inset A, **Fig. 3**. Replace the center suspension bracket. Go to the "TufTrac Center Suspension Bracket Replacement" below after completing the inspection on the other side. **Replacement center suspension brackets must be ordered by vehicle serial number. You may order using "Next Day" (not "Next Morning") freight if necessary. Critical charges will not be covered by the Recall.**

TufTrac Center Suspension Bracket Replacement Procedure

1. Remove the upper two fasteners on the center bearing.
2. Remove the tip pad bolts and pads above each axle on the axle clamp. See **Fig. 4**.
3. Remove the nut and bolt that secures the rebound stop to the mounting bracket and slide the rebound stop from the mounting bracket. See **Fig. 5**.
4. Jack up the vehicle under the rear axle, support the rear frame rails with jack stands, then lower the jack to clear the center bearing from the top of the mounting bracket. See **Fig. 6**.
5. Remove the lower center bearing bolts attached to the spring assembly casting. Discard the bolts.
6. Remove the center bearing.

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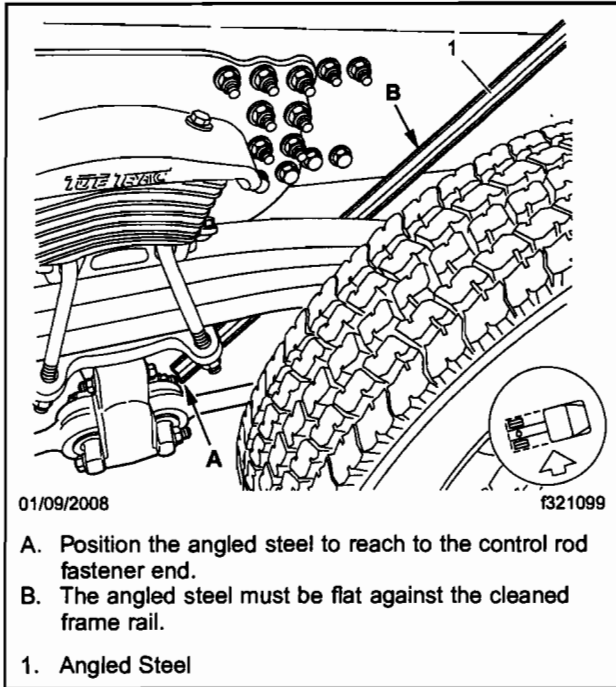


Fig. 1, Angled Steel Positioned for Frame Bracket Inspection

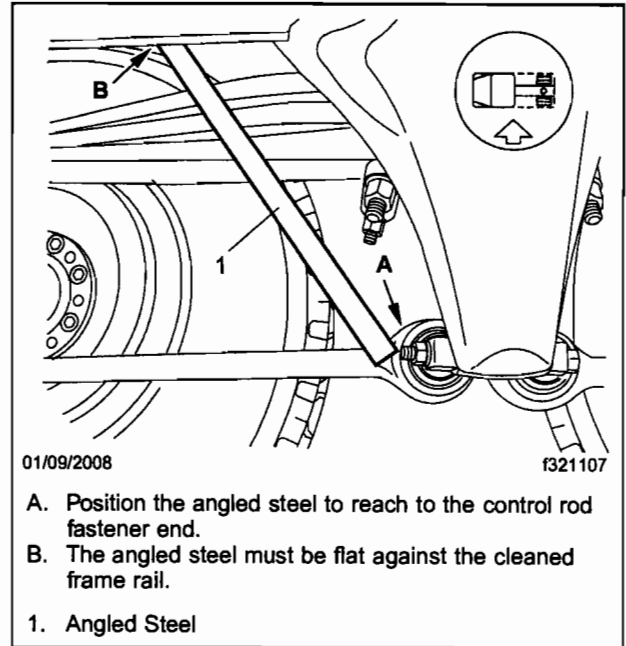


Fig. 2, Angled Steel Positioned for Frame Bracket Inspection

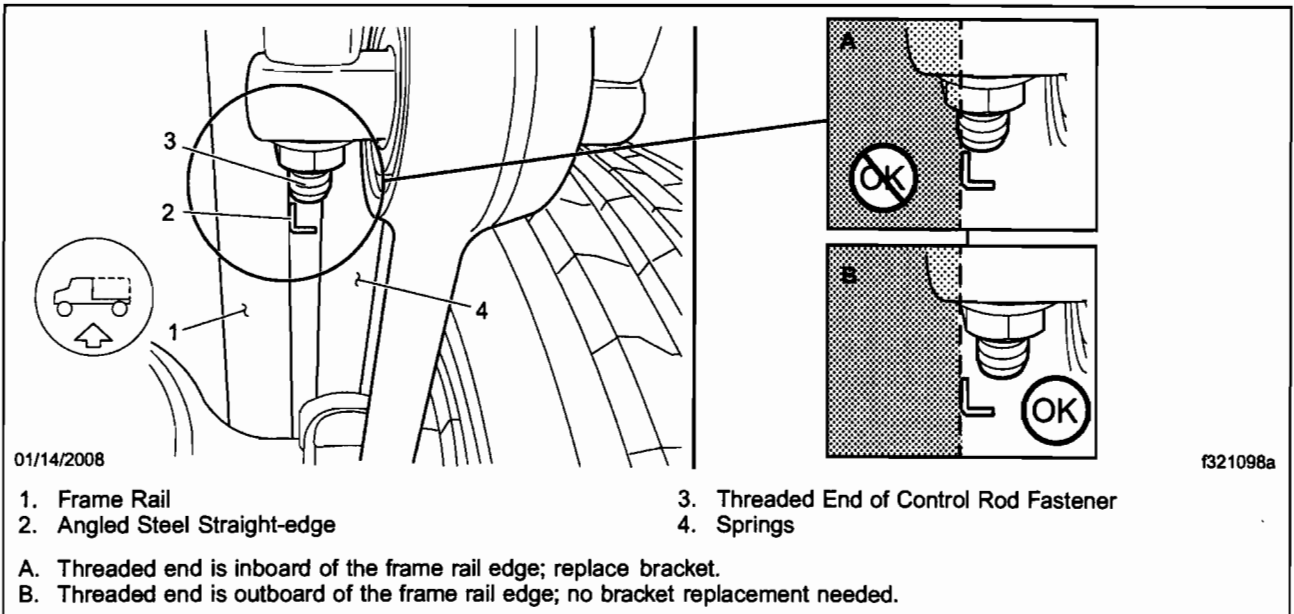


Fig. 3, Frame Bracket Inspection Viewed from Below

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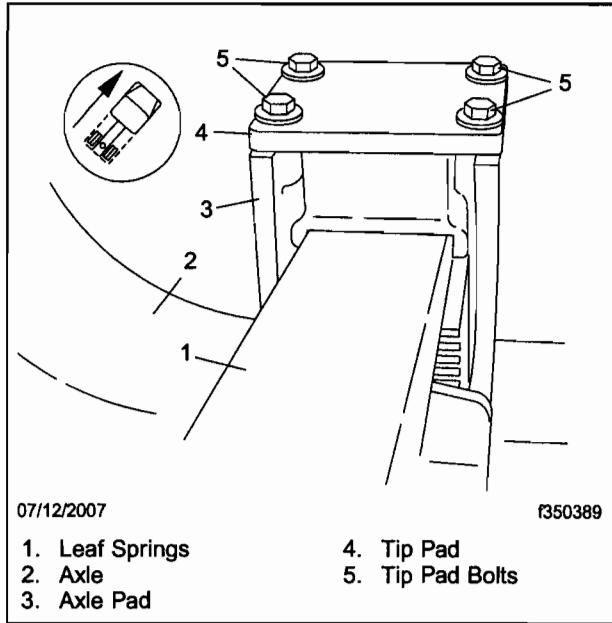


Fig. 4, Tip Pad Installation

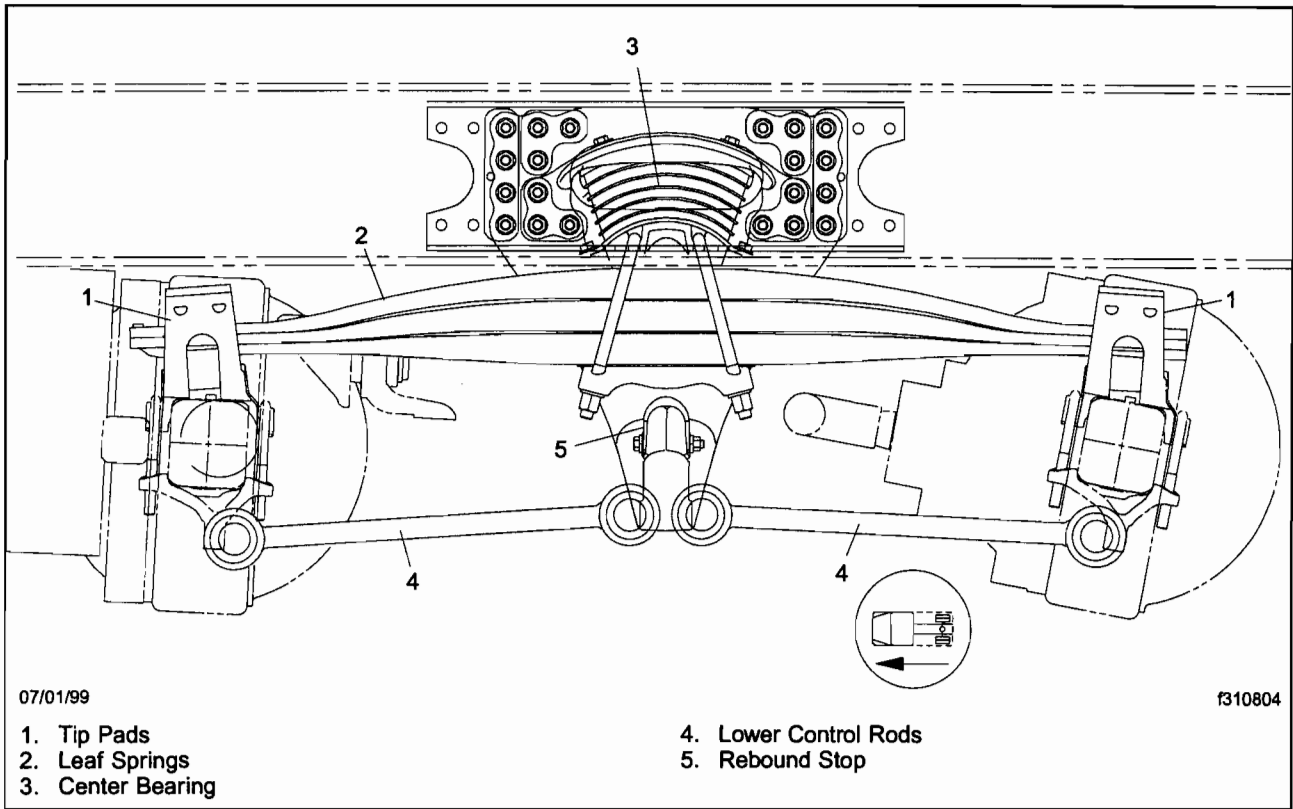


Fig. 5, TufTrac Suspension (46,000-pound [20 865-kilogram] version shown)

7. With the vehicle still raised, remove the tires from both rear axles on the side with the frame hanger to be replaced.

⚠ WARNING

Do not attempt to remove the spring assembly by hand. The assembly is very heavy and attempting to remove it could result in injury.

8. Using a hoist, remove the leaf spring assembly from the vehicle.
9. Remove the lower control rod bolts and shims. Note the number and location of the shims for reassembly.
10. Remove the huck fasteners under the frame crossmember.
11. Support the frame bracket with the hoist, remove the bracket bolts, then lower the bracket to the ground. See Fig. 7.
12. Using the hoist, position the new bracket. The position of the upper V-rod mounting bracket on the inside of the frame rail may have shifted when the spring hanger bracket was removed, so a drift may be needed for realignment. Install the fasteners, then tighten them 115 lbf-ft (156 N·m) from the inside bolt group outwards, repeating the pattern a second time as the fasteners are brought to 136 lbf-ft (184 N·m).
13. Install shims, if applicable, and the control rods. Tighten the lower control rod bolts 136 lbf-ft (184 N·m).
14. Using the hoist, position and install the spring.
15. Install the center bearing and tighten new upper mounting bolts from the kit to 68 lbf-ft (92 N·m).
16. Using the jack, raise the rear axle until the bottom of the center bearing meets the mounting bracket. Install new lower center bearing mounting bolts from the kit and tighten them 155 lbf-ft (210 N·m).
17. Install the tip pad plates and tighten the bolts 37 lbf-ft (50 N·m)

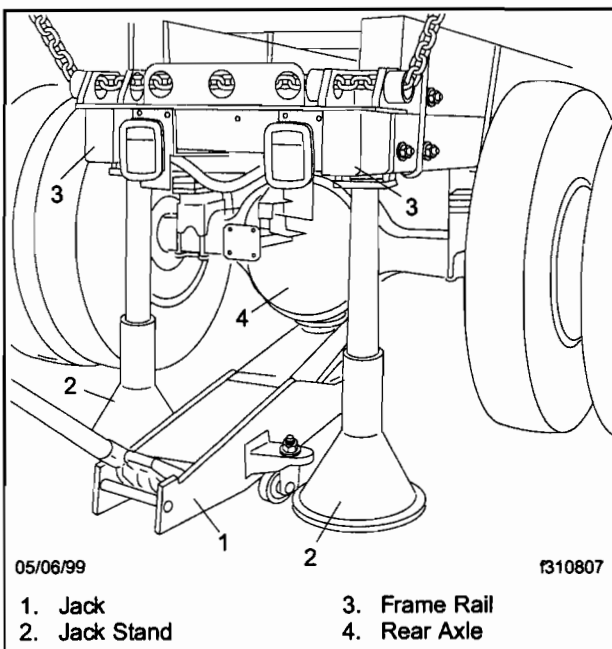


Fig. 6, Jack and Jack Stand Placement

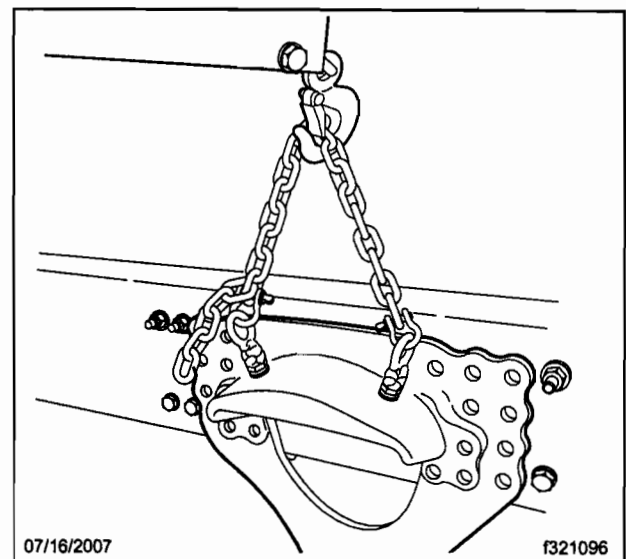


Fig. 7, Supporting the Frame Bracket with a Hoist

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18. Install the rebound stop and tighten the bolts 68 lbf-ft (92 N.m)
19. Install the tires and lower the vehicle.
20. Clean a spot on the base label (Form WAR259). Attach a campaign completion sticker for campaign FL502 (Form WAR260) to the base label.

FL502C Suspension Inspection

1. Inspect both the right and left TufTrac center suspension bracket.

NOTE: Use a 32-inch length of angled steel for the inspection. The steel must be rigid and straight, as verified by a carpenter's square.

2. Find a place on the frame rail where the angled steel can be used to check the position of the control rod fastener relative to the frame rail. Clean both that area of the frame rail, and the threads of the fastener, so the angled steel can press flat against the rail during the inspection. See Fig. 1 and Fig. 2.
3. If the threaded fastener end is 5/16 inch (8mm) or more outboard of the frame rail side of the angled steel, no further work is needed. See Fig. 8. Clean a spot on the base label (Form WAR259). Write the recall number, FL502, on a blank, red completion sticker (Form WAR260) and attach it to the base label.

If the threaded fastener end is within 5/16 inch (8mm) of the angled steel edge, or inboard, the fastener is too far inboard of the frame rail. See Fig. 8. Replace the center suspension bracket. Go to the "TufTrac Center Suspension Bracket Replacement" after completing the inspection on the other side. **Replacement center suspension brackets must be ordered by vehicle serial number. You may order using "Next Day" (not "Next Morning") freight if necessary. Critical charges will not be covered by the Recall.**

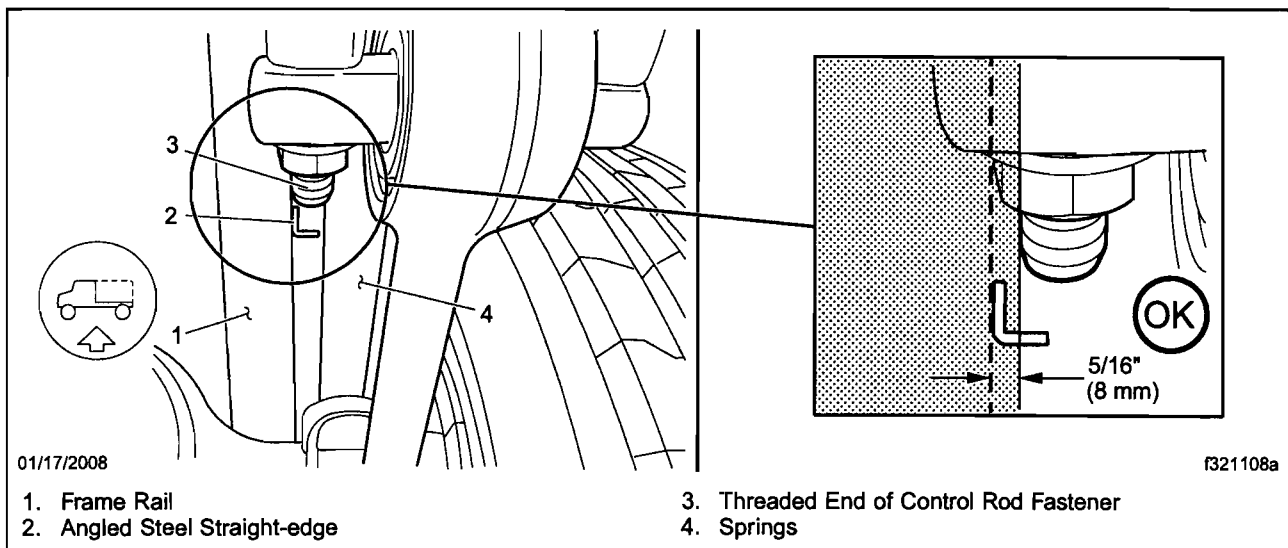


Fig. 8, Frame Bracket Inspection Viewed from Below, FL502C Vehicles Only