

# DAIMLER



Daimler Trucks North America  
Nasser Zamani  
Manager  
Compliance and Regulatory Affairs

March 7, 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-357, FL-505, TRW P2 Steering Column Tilt Plate Bolts**

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: 42,702**
- (c) (8) Communications sent to dealers: posted November 16, 2007  
Communications sent to owners: mailed November 23, 2007**
- (c) (9) Copies of Communications sent to owners and dealers are attached.**

Please contact me if you have any questions.

Sincerely yours,

Handwritten signature of Nasser Zamani in cursive.

Nasser Zamani

Cc: Michael Mason, CAL-OSHA

Enclosure

Certified Mail# 7003 2260 0001 3403 6883

## Subject: TRW Steering Columns

**Models Affected: Specific Freightliner Century Class S/T, Columbia, and Coronado vehicles with TRW global adjustable upper steering columns manufactured between February 20, 2006, and July 6, 2007.**

### General Information

Freightliner LLC, on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 50,000 vehicles involved in this campaign.

The upper tilt plate bolts on certain TRW Global steering columns may loosen with use and fall out. Steering columns with missing bolts may fracture at the steering column bracket and will not hold the steering wheel in position. Loss of steering wheel position may cause the steering to respond differently than expected and could result in a possible vehicle crash without prior warning.

The tilt plate bolts will be inspected and replaced if necessary. If the tilt plate bolts do not hold torque, the steering column must be replaced. **It is expected that very few or no steering columns will require replacement.**

### 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 FL505A, 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 FL505A**

Campaign Number	Kit Number	Part Description	Qty. per Kit	Suggested Wholesale*
FL505A	25-FL505-000	8m - 1.25x30 Hex Bolts	2 ea	\$4.74 U.S. \$5.98 CAN
		Nord-Lock Washer M8	2 ea	
		1/16-12 Shipping Plug	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. NOTE: All steering columns will be returned for supplier inspection.

## Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL505A	Inspect steering column	0.3	996-0726B	000-Inspected
FL505A	Inspect, remove and replace adjustment housing bolts on passenger side of steering column	0.6	996-0726A	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 (**FL505A**).
- In the Primary Failed Part Number field, enter **25-FL505-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. Please enter the steering column part number on your claim. **NOTE: It is expected that very few or no steering columns will require replacement. All steering columns will be returned for supplier inspection.**
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. You may claim up to 1.1 hours as 996-0000T for replacing the steering column. 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](http://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

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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.

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## Copy of Letter to Owner Subject: TRW Steering Columns

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, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Century Class S/T, Columbia, and Coronado vehicles with TRW global adjustable upper steering columns manufactured between February 20, 2006, and July 6, 2007.

The upper tilt plate bolts on certain TRW Global steering columns may loosen with use and fall out. Steering columns with missing bolts may fracture at the steering column bracket and will not hold the steering wheel in position. Loss of the steering wheel position may cause the steering to respond differently than expected and could result in a possible vehicle crash without prior warning.

The tilt plate bolts 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](http://www.FreightlinerTrucks.com) or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL505A**. Once kit(s) are received at the dealership, the Recall will take approximately one 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 **FL505A**.

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](mailto: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

## Work Instructions

### Subject: TRW Steering Columns

**Models Affected: Specific Freightliner Century Class S/T, Columbia, and Coronado vehicles with a TRW global adjustable upper steering column manufactured between February 20, 2006, and July 6, 2007.**

#### Steering Column Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL505 (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 tires.
3. Remove the two column cover fasteners on the front, dash-facing side of the column, and remove the cover.
4. Identify the serial number (S/N) on the column label, which is located on the top, dash-facing surface of the column; see Fig. 1. The date of column manufacture follows the first five characters of the serial number; for example, if the serial number is C54FS071488743, the column was manufactured in the year 2007 (07), on the 148th day (148) of that year.

If the date code is 07148 or later, no further work is needed. Clean a spot on the base label (Form WAR259), write the recall number on a blank, red completion sticker (Form WAR260) and attach it to the base label.

If the date code is 07148 or earlier, the column must be repaired. Go to "Steering Column Repair."

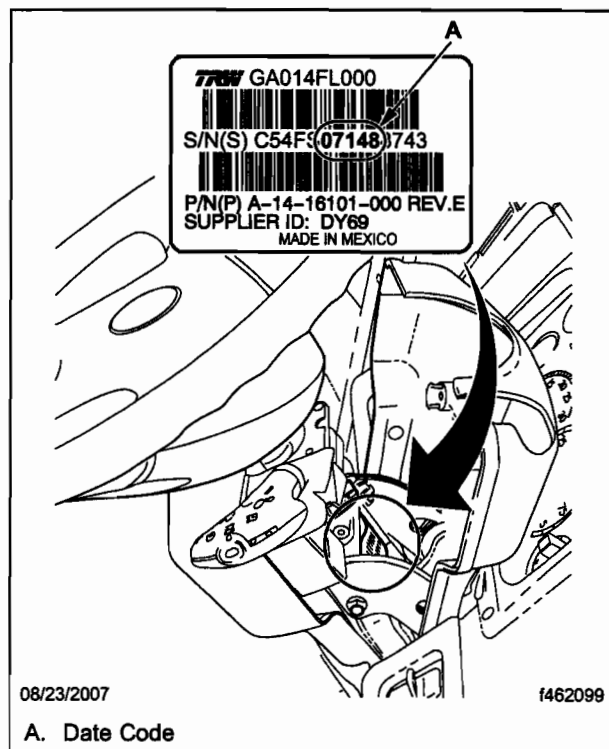


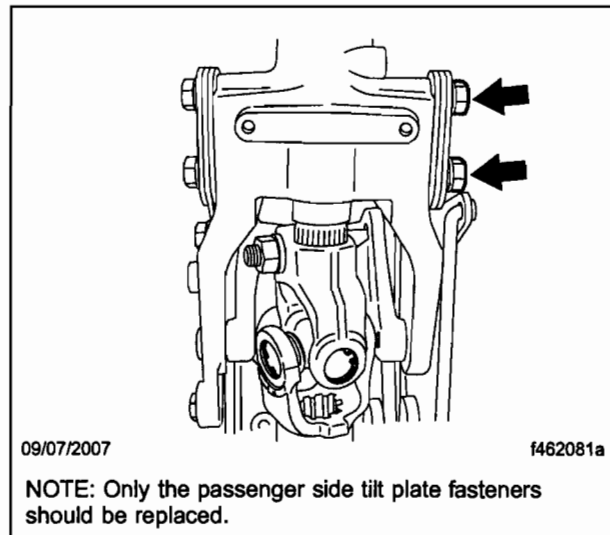
Fig. 1, Column Label and S/N Location

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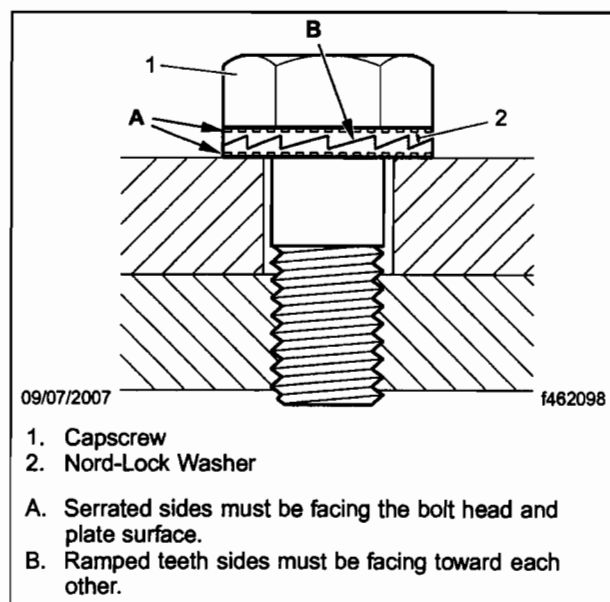
## Steering Column Repair

1. Remove the nut and washer that holds the bottom of the dash knee bolster to the frontwall, then remove the bolster by pulling its upper corners away from the dash.
2. Remove the four column cover fasteners on the back of the column, then remove the covers.
3. Verify that passenger-side bolts are present. See **Fig. 2**. If any bolts are missing, install the new bolts and Nord-Lock washers from the kit.



**Fig. 2, Location of Tilt Plate Bolts**

4. If any bolts are present, remove them, one at a time, and install the new bolts and Nord-Lock washers from the kit; see **Fig. 3**. Tighten the bolts 32 to 35 lbf-ft (43 to 47 N·m). *If either of the bolts cannot hold the specified torque, replace the column.* **NOTE: It is expected that very few or no steering columns will require replacement. All steering columns will be returned for supplier inspection.**



**Fig. 3, Nord-Lock Washer Configuration**

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**IMPORTANT:** Replace only the passenger side tilt plate fasteners with the fasteners. Nord-Lock washers must be installed as shown in **Fig. 3** to properly secure the new bolts.

5. Install the steering column covers.
6. Clean a spot on the base label (Form WAR259). Attach a campaign completion sticker for campaign FL505 (Form WAR260) to the base label.