

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
P.O. Box 4090  
Portland, OR 97208-4090  
800.547.0712 Phone  
503.745.9009 Fax

September 2009  
FL509A-C  
NHTSA #07V-343  
REMINDER NOTICE

## Subject: ZF Lenksysteme 8018 Steering Gears

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 VCL, XB, and XC motorhome chassis manufactured between June 13, 2002, and June 13, 2007, with certain independent front suspension assemblies with ZF Lenksysteme 8018 steering gears.

Certain ZF Lenksysteme model 8018 steering gears may have been assembled with the incorrect recirculating ball spacer; this may allow the recirculating balls to escape their circuit. If this happens, the operator may notice that higher steering wheel inputs are required or the need for more steering wheel adjustments while driving in a straight line in combination with metallic cracking noises prior to a loss of steering. A loss of steering may result in a possible vehicle crash.

Steering gears will be inspected for certain manufacturing date codes and mileage at the time of inspection. Gears assembled during the affected periods and in a certain mileage range will be replaced.

**This is a follow up to a previous communication. Our records indicate that your vehicle has not yet had this recall performed. Please make arrangement to have this repair done as soon as possible. If it has been completed, please disregard this letter.**

Parts are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) inspected and to assure that parts are available at the dealer, if needed. 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 **FL509A-C**. The inspection will take approximately half an hour. If a steering gear replacement is needed, once kit(s) are received at the dealership, it will take approximately four hours. The Recall 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 **FL509A-C**.

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 a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working 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](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