



TRIPLE E RECREATIONAL VEHICLES
A DIVISION OF TRIPLE E CANADA LTD.

P.O. Box 1230 Winkler MB,
Canada R6W 4C4
PHONE: (204) 325-4361
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tripleerv.com

January 4, 2008

National Highway
Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

08V-012
(10 pages)

E-mail: Alexander.ansley@dot.gov

Re: 07V-343
Freightliner Recall FL509

Dear Mr. Ansley:

Thank you for giving Triple E RV the opportunity to file Part 573 Defect and Noncompliance Report. As per letter which was received in our office on Dec. 20/07, to follow are the requested forms completed.

According to the information which was provided by Freightliner LLC to Triple E RV has a total of 141 units that may be affected by Freightliner Recall FL509 (07V343). If you require the number of units retail sold in Canada and the number of units retail sold in the U.S.A. we will provide this information to you at a later date.

In answer to questions #6 & #7 – Triple E RV, as the OEM feels Freightliner LLC, as the chassis provider, is more knowledgeable in their product and we feel the decision Freightliner has made is at their discretion. Triple E RV does not have the expertise in the design of the chassis to assess this.

Triple E RV has provided the names & addresses of retail owners and dealers to Freightliner for their use to send recall notices. Triple E RV will not be sending letters to the retail customers or dealers.

If you require further information, please do not hesitate to contact myself at 1-877-992-9906 or 1-204-325-6506 or e-mail bwall@tripleerv.com

Sincerely,

Brad Wall
Customer Relations/Warranty Manager

BW/wcw

Attachments

RECEIVED

2008 JAN-10 A 10:35

DEFECTS INVESTIGATION
RECALL MGMT DIV.

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On OCT 4, 2007, FREIGHTLINER LLC [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: JAN 4/08

Furnish the manufacturer's identification code for this recall (if applicable): FL-509

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

TRIPLE E RV

Box 1230

WINKLER, MB RW 404

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

BRAD WALL - CUSTOMER RELATIONS/WARRANTY MANAGER

Telephone Number: 204-325-4361 Fax No.: 204-325-5241

Name and Title of Person who prepared this report.

Signed: _____

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): EMPRESS Model Years Involved: 2004 Model(s): A3851GB/A3852FB/A3803FG/
A3901GB/A3902FB/A3903FGB/
Production Dates: Beginning: 6/03 Ending: 7/04 A3905FB
VIN Range: Beginning: 18555 Ending: 19601
Vehicle Type: MH Bodystyle: CLASS A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): EMPRESS Model Years Involved: 2005 Model(s): A3902FB/A3903FGB/
A4002FB
Production Dates: Beginning: 8/04 Ending: 5/05
VIN Range: Beginning: 19655 Ending: 20206
Vehicle Type: MH Bodystyle: CLASS A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): EMPRESS Model Years Involved: 2006 Model(s): A3902FB/A3903FGB/
A4002FB/A4004FGBW
Production Dates: Beginning: 7/05 Ending: 7/06
VIN Range: Beginning: 20343 Ending: 21083
Vehicle Type: MH Bodystyle: CLASS A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): EMPRESS Model Years Involved: 2007 Model(s): A4002FB/A4004FGBW

Production Dates: Beginning: 7/06 Ending: 8/07

VIN Range: Beginning: 21085 Ending: 21626

Vehicle Type: MH Bodystyle: CLASS A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): EMPRESS Model Years Involved: 2008 Model(s): A4002FB/A4004FGBW

Production Dates: Beginning: 8/07 Ending: 12/07

VIN Range: Beginning: 21675 Ending: 21781

Vehicle Type: MH Bodystyle: CLASS A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
EMPRESS	2004	31
EMPRESS	2005	27
EMPRESS	2006	34
EMPRESS	2007	41
EMPRESS	2008	6

Total Number Potentially Affected by the Recall:

141

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: UNKNOWN

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

AS PER FREIGHTLINER RECALL - FL509 (07V343)

Describe the cause(s) of the defect or noncompliance condition.

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Describe the consequence(s) of the defect or noncompliance condition.

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Identify any warning which can (a) precede or (b) occur.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

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Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

AS PER FREIGHTLINER RECALL - FLSD9 (07V343)

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

AS PER FREIGHTLINER RECALL - FLSD9 (07V343)

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

FREIGHTLINER LLC WILL CONTACT ALL DEALERS +
CUSTOMERS.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

Defect Information Report
(Section 573.6)

July 23, 2007

(c)(1) **Manufacturer:** Freightliner LLC
P.O. BOX 3849
Portland, Oregon 97208
(503) 745-5219

Brands: Freightliner Custom Chassis

(c)(2) **Vehicles identification:**

Model(s) affected: XC Chassis, CX-R Chassis, VCL Chassis, XC-F Chassis, XC-L Chassis,
XC-P Chassis, & XB-R Chassis

Model Years affected: 2003 through 2008

Manufacture Dates: June 13, 2002 through June 13, 2007

Basis for determining population: All ZF 8018 steering gears with date codes prior to 270407 45 5B. These Steering gears were delivered to Freightliner as components of Independent Front Suspension Assemblies with date codes prior to K149-005.

Component manufacturer if other than the vehicle manufacturer:

Steering Gear

ZF Heavy Duty Steering Inc.

50 Harwill Road
St. Thomas, ON N5P 4M6
David Peno 847-478-6754

Independent Front Suspension Assemblies

ZF Commercial Suspension Systems
& Components, LLC.

946 Quality Drive
Lancaster, SC 29721
Greg Henderson 803-416-8957

(c)(3) **Total number of vehicles potentially affected:** Approximately 6,227

(c)(4) **Percentage of vehicles estimated to contain the defect:** Unknown

(c)(5) **Description of the defect:** Certain ZF model 8018 steering gears may have been assembled with the incorrect recirculating ball spacer potentially allowing the recirculating balls to escape from the recirculating ball circuit resulting in a loss of steering. On affected units the operator may notice higher required steering wheel inputs, 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.

49CFR Section 577.5(f) Evaluation of the risk to motor vehicle safety: Loss of steering could result in a vehicle crash.

(c)(6) **Chronology of principal events:** On July 2, 2007 ZF Commercial Suspension Systems & Components, LLC. notified Freightliner that certain Independent Front Suspension assemblies provided to Freightliner contained potentially defective steering gears manufactured by ZF Heavy Duty Steering Inc.

(c)(7) **Noncompliance-test or other data:** Not Applicable

(c)(8) **Remedial program:** The steering gear date code on potentially affected vehicles will be reviewed to determine if the gear is part of the suspect population. Suspect steering gears will be replaced. Repairs will be performed by Freightliner dealerships and Direct Warranty customers, i.e., customers approved by Freightliner to do their own warranty repairs. *Estimated dealer notification will be completed by September 18, 2007.*

Estimated Owner Notification Date: Customer notification will be by first class mail using Freightliner records to determine the customers affected. This will be completed approximately September 23, 2007.

Reimbursement Plan: Copies will be submitted as a supplemental report when available.

- (c) (9) Communications sent to dealers and owners:** Copies will be submitted as a supplemental report when available.
- (c) (10) Copy of proposed owner notification letter:** A draft will be sent for ODI review when available.
- (c) (11) Manufacturer's campaign number:** FL-509