

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports ⁽¹⁾

08V-042
(7 pages)

On **July 23, 2007 Freightliner LLC [MFR]** decided that a defect which relates to motor vehicle safety (a noncompliance with Federal Motor Vehicle Safety Standard No. **S6.10.2.7**) 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 Responsibility and Reports.

Date this report was prepared: **January 14th, 2008**.

Furnish the manufacturer's identification code for this recall (if applicable): 07V-343

1. Identify the full corporate name of the fabrication 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.

Glaval Bus, A Division Of Forest River, Inc.

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

Vincent Cline, Design Engineer

Telephone Number: **(574) 262-2212 ext. 3479** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Vincent Cline
Design Engineer

Signed:



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

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882.

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DEFECTS INVESTIGATION
RECALL MGMT DIV.

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:

****Please see attached documentation labeled "Supplement Documentation"****

Make(s): _____ Model Years Involved: _____ Model(s): _____
Production Dates: Beginning _____ Ending: _____
VIN Range: Beginning: _____ Ending: _____
Vehicle Type: _____ Body style: _____
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: _____ Body style: _____
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: _____ Body style: _____
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.

Vehicles produced during recall timeline: 1249 _____

Vehicles involved in recall: 62 _____

Percentage of recalled vehicles vs. produced: 4.96% _____

II. Identify the Recall Population

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

Vehicles Model	Year	Number of Potentially
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Involved:

****Please see attached documentation labeled "Supplement Documentation" ****

Total Number Potentially Affected by the Recall: 62

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

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:

Freightliner supplied us VIN's of the chassis affected, which we then cross-referenced to our VIN numbers. We found 62 vehicles to be involved.

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.

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 loss of steering.

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

Steering gearboxes with an incorrect spacer in the recirculating ball return track.

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

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.

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

On affected units the operator may notice higher required steering 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.

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

ZF Commercial Suspension Systems & Components, LLC.
946 Quality Drive, Lancaster, SC 29721

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

Greg Henderson, Director Of Product Support

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.

(Information copied from letter to NHTSA from Freightliner LLC)
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.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

(Information copied from letter to NHTSA from Freightliner LLC)
The steering gear date code on potentially affected vehicles will be reviewed to determine if the gear is part of the suspected 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.

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

(Information copied from letter to NHTSA from Freightliner)
Suspect steering gears will be replaced.

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

(Information copied from letter to NHTSA from Freightliner)
Copies will be submitted as a supplemental report when available.

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.

Freightliner LCC will be sending personnel to Glaval to take corrective action on chassis still on the property, prior to vehicles leaving Glaval Bus. Parts will be removed and replaced.

VI. Identify the Recall Schedule

10. 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.

Glaval plans to mail the dealers/end users notice by postal mail the week of January 28th, 2008, dependant on when we receive approval of our end-user letter from NHTSA.

11. Furnish Recall Communications

12. 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 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter attached to this document for review. Freightliner LLC is contacting the end users/dealers directly, and we will soon follow dependant on the approval of the recall letter.

07V-343 Supplement Documentation - Last Updated January 14th, 2008

Models Affected: 2007 & 2008 Freightliner XB-R Chassis (Synergy Bus Model)

	VIN	plant	model	Chassis	Model Year	Started Online	In Service	Part Number	Body	Country	Dealer	Customer
1	4UZACBBV97C X74610	034	SB000042S	XB-R	07	4/24/2006	4/4/2007	A16-17314-000	AF3-1AN GLAVAL BUS	USA	TCAR	FREE ENTERPR
2	4UZACBBV87C Z25453	034	SB000042S	XB-R	07	2/15/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
3	4UZACBBV67C Z25452	034	SB000042S	XB-R	07	2/16/2007	7/28/2007	A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	A C VEHICLE
4	4UZACBBV47C Z25451	034	SB000042S	XB-R	07	2/14/2007	7/28/2007	A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	A C VEHICLE
5	4UZACBBV37C Z25456	034	SB000042S	XB-R	07	2/21/2007	8/16/2007	A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	A C VEHICLE
6	4UZACBBV77C Y74026	034	SB000042S	XB-R	07	8/30/2006	3/31/2007	A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	FREE ENTERPR
7	4UZACBBV07C Y90701	034	SB000042S	XB-R	07	10/25/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
8	4UZACBBV97C Y74027	034	SB000042S	XB-R	07	9/19/2006	5/25/2007	A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	FREE ENTERPR
9	4UZACBBV57C Y97966	034	SB000042S	XB-R	07	11/2/2006	6/27/2007	A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	FREE ENTERPR
10	4UZACBBV17C Y84213	034	SB000042S	XB-R	07	10/5/2006	6/14/2007	A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	FREE ENTERPR
11	4UZACBBV77C Y97967	034	SB000042S	XB-R	07	11/6/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
12	4UZACBBV57C Z25460	034	SB000042S	XB-R	07	2/28/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
13	4UZACBBV17C Z25455	034	SB000042S	XB-R	07	2/20/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
14	4UZACBBV67C Z25449	034	SB000042S	XB-R	07	2/13/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
15	4UZACBBV27C Z25464	034	SB000042S	XB-R	07	3/16/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
16	4UZACBBV77C Z25461	034	SB000042S	XB-R	07	3/6/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
17	4UZACBBV67C Z25466	034	SB000042S	XB-R	07	3/19/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
18	4UZACBBV07C Z25463	034	SB000042S	XB-R	07	3/7/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
19	4UZACBBV17C Z25469	034	SB000042S	XB-R	07	3/21/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
20	4UZACBBV27C Z25450	034	SB000042S	XB-R	07	2/13/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
21	4UZACBBV47C Z25465	034	SB000042S	XB-R	07	3/19/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
22	4UZACBBV27C Y90702	034	SB000042S	XB-R	07	11/17/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
23	4UZACBBV77C Y97970	034	SB000042S	XB-R	07	11/20/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
24	4UZACBBV97C Y97971	034	SB000042S	XB-R	07	11/21/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
25	4UZACBBV07C Y97972	034	SB000042S	XB-R	07	11/22/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
26	4UZACBBV97C Y97968	034	SB000042S	XB-R	07	12/21/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
27	4UZACBBV07C Y97969	034	SB000042S	XB-R	07	11/17/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
28	4UZACBBV27C Y97973	034	SB000042S	XB-R	07	12/11/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
29	4UZACBBV47C Y97974	034	SB000042S	XB-R	07	12/13/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
30	4UZACBBV67C Y97975	034	SB000042S	XB-R	07	12/11/2006		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
31	4UZACBBV47C Z25434	034	SB000042S	XB-R	07	1/5/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
32	4UZACBBV67C Z25435	034	SB000042S	XB-R	07	1/8/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
33	4UZACBBV87C Z25436	034	SB000042S	XB-R	07	1/25/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
34	4UZACBBV77C Z25458	034	SB000042S	XB-R	07	2/27/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
35	4UZACBBV97C Z25462	034	SB000042S	XB-R	07	3/7/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
36	4UZACBBV57C Z25457	034	SB000042S	XB-R	07	2/21/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
37	4UZACBBV97C Z25459	034	SB000042S	XB-R	07	2/28/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
38	4UZACBBVX7C Z25468	034	SB000042S	XB-R	07	3/20/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
39	4UZACBBV87C Z25467	034	SB000042S	XB-R	07	3/20/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
40	4UZACBBV87C Z25470	034	SB000042S	XB-R	07	3/27/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
41	4UZACBBVX7C Z25454	034	SB000042S	XB-R	07	2/15/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
42	4UZACBBV78C Z25476	034	SB000042S	XB-R	08	4/11/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
43	4UZACBBV98C Z25477	034	SB000042S	XB-R	08	4/11/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
44	4UZACBBV17C Z25472	034	SB000042S	XB-R	07	4/3/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
45	4UZACBBV08C Z25478	034	SB000042S	XB-R	08	4/12/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
46	4UZACBBV98C Z25480	034	SB000042S	XB-R	08	4/27/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
47	4UZACBBV18C Z25473	034	SB000042S	XB-R	08	4/4/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
48	4UZACBBV38C Z25474	034	SB000042S	XB-R	08	4/5/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
49	4UZACBBV58C Z25475	034	SB000042S	XB-R	08	4/5/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
50	4UZACBBV68C Z25484	034	SB000042S	XB-R	08	5/10/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
51	4UZACBBV28C Z25479	034	SB000042S	XB-R	08	4/19/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
52	4UZACBBV08C Z25481	034	SB000042S	XB-R	08	5/7/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
53	4UZACBBV88C Z25485	034	SB000042S	XB-R	08	5/10/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
54	4UZACBBVX7C Z25471	034	SB000042S	XB-R	07	3/28/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
55	4UZACBBV28C Z25482	034	SB000042S	XB-R	08	5/2/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
56	4UZACBBV48C Z25483	034	SB000042S	XB-R	08	5/2/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
57	4UZACBBV38C Z25488	034	SB000042S	XB-R	08	5/23/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
58	4UZACBBVX8C Z25486	034	SB000042S	XB-R	08	5/16/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
59	4UZACBBV18C Z25487	034	SB000042S	XB-R	08	5/17/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
60	4UZACBBV58C Z25489	034	SB000042S	XB-R	08	5/24/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
61	4UZACBBV88C Z25437	034	SB000042S	XB-R	08	5/31/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S
62	4UZACBBV18C Z25490	034	SB000042S	XB-R	08	5/31/2007		A16-18069-000	AF3-1AN GLAVAL BUS	USA	TCAR	GLAVAL BUS S