

RECEIVED

2008 MAY 6- 9:30 AM

OFFICE OF RECALL
MANAGEMENT DIVISION(19 Pages)
Form Approved: O.M.B. No. 2127-0004

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report¹

On _____, 199____, _____ [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: April 28/08Furnish the manufacturer's identification code for this recall (if applicable): 07V-306 (FL501)

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 RVBox 1230Winkler, MB R6W 4C4

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

Brad WallCustomer Relations/Warranty ManagerTelephone Number: 204-325-4361 Fax No.: 204-325-5241

Name and Title of Person who prepared this report.

Brad WallCustomer Relations/Warranty Manager

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): Invitation Model Years Involved: 2008 Model(s): A3910 & A393T

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: 14545 Ending: 14547

Vehicle Type: Class A Bodystyle: Motorhome

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:

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.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Invitation	2008	3

Note - All units are Imported into Canada

Total Number Potentially Affected by the Recall:

3

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 FL501 - 07V-306

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

As per Freightliner Recall FL501 - 07V-306

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

As per Freightliner Recall FL501 - 07V-306

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.

As per Freightliner Recall FL501 - 07V-306

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 FL501 - 07V-306

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 FL501 - 07V-306

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 Dealers and 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.

DAIMLER

0689 E04E 1000 0922 E002

U.S. Postal Service	
CERTIFIED MAIL - RECEIPT	
(Domestic Mail Only. No Insurance Coverage Provided)	
For delivery information visit our website at www.usps.com	
OFFICIAL USE	
Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$
Postmark Here USDERSUP3 FL501	
Sent To Dan Smith NHISA	
Street, Apt. No. or PO Box No. 1200 New Jersey Ave SE	
City, State, ZIP+4 Washington DC 20590	
PS Form 3800 June 2002	
See Reverse for Instructions	

March 4, 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. 3
07V-306, FL-501, AAC Front Axle Steering Arm 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: 18,265**
- (c)(8) **Communications sent to dealers:**
posted December 12, 2007 - Freightliner, Sterling, Western Star, and
Freightliner Custom Chassis
posted January 10, 2008 - Thomas Built Buses
Communications sent to owners:
mailed December 21, 2007 - Freightliner, Sterling, Western Star, and
Freightliner Custom Chassis
mailed January 18, 2008 - Thomas Built Buses
- (c)(9) **Copies of Communications sent to owners and dealers are attached.**

Please contact me if you have any questions.

Sincerely yours,

Nasser Zamani

Nasser Zamani

Cc: Michael Mason, CAL-OSHA

Enclosure

Certified Mail# 7003 2260 0001 3403 6890

A Daimler Company

Daimler Trucks North America LLC
4747 N. Channel Avenue
Portland OR 97217-7699
503-745-6910 Phone
503-745-5544 Fax
Nasser.Zamani@Freightliner.com

Recall Campaign

December 2007

FL501A

NHTSA #07V-306

Subject: AAC Front Axle Tie Rod and Steering Arm Fasteners

Models Affected: Specific Freightliner Business Class M2, Century Class S/T, Classic, Classic XL, Columbia, Coronado, and FLD vehicles; Sterling A/L-Line and Acterra vehicles; Freightliner Custom Chassis B2/S2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), MB shuttle bus chassis, MT45/55 step van chassis, and XC motorhome chassis; and Western Star 4900 vehicles manufactured between January 5, 2007, and May 17, 2007, with certain Axle Alliance Company front axles.

General Information

Freightliner LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiaries, Sterling Truck Corporation, Freightliner Custom Chassis Corporation, and Western Star Truck Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 20,000 vehicles involved in this campaign.

During front axle assembly, the fasteners that attach the steering arm or the tie rod arms to the spindle may have been over or under tightened. Incorrectly tightened fasteners may fatigue and fracture, resulting in a possible vehicle crash without prior warning.

The steering arm and tie rod arm fasteners will be replaced. The steering arm will be inspected for clearance to the king pin boss. If there is no clearance, the steering arm will be replaced. It is expected that very few vehicles (less than 1 percent) will require a steering arm 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. All vehicles require a kit. Because so few steering arms will require replacement, when needed, please refer to PartsPro for the appropriate part number of the steering arm for the specific vehicle. The most common steering arm part number is ABP P6803382501.

If our records show your dealership has ordered any vehicles involved in campaign number FL501A, 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.

Recall Campaign

December 2007
 FL501A
 NHTSA #07V-306

Table 1 - Replacement Parts for FL501A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL501A	25-FL501-000	Tie Rod Capscrew, M20 x 1.5 x 90	ABP P308676020022	4 ea	\$37.68 U.S. \$45.36 CAN
		Steer Arm Capscrew, M20 x 1.5 x 80	ABP P308676020025	2 ea	
		Loctite [®] 277	A6809890271	1 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

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 2 - Labor Allowance

NOTE: When replacing a steering arm, list both SRTs on the claim.

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL501A	Inspect steering arm and remove/replace tie rod end and steering arm capscrews.	1.2	996-0734A	000-Modifiedx
	Additional time to remove/replace steering arm.	0.4	996-0734B	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 (**FL501A**).
- In the Primary Failed Part Number field, enter **25-FL501-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. All vehicles require a kit. However, because so few steering arms will require replacement, when needed, please refer to PartsPro for the appropriate part number of the steering arm for the specific vehicle.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.4 hours for RVs or 0.3 hours for all other vehicles. NOTE: When replacing a steering arm, list both SRTs on the claim. Fewer than 1 percent are expected to need a steering arm replacement.

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.

Recall Campaign

December 2007

FL501A

NHTSA #07V-306

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.

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.

Recall Campaign



December 2007
FL501A
NHTSA #07V-306

Copy of Letter to Owner

Subject: AAC Front Axle Tie Rod and Steering Arm Fasteners

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 subsidiaries, Sterling Truck Corporation, Freightliner Custom Chassis Corporation, and Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Business Class M2, Century Class S/T, Classic, Classic XL, Columbia, Coronado, and FLD vehicles; Sterling A/L-Line and Acterra vehicles; Freightliner Custom Chassis B2/S2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), MB shuttle bus chassis, MT45/55 step van chassis, and XC motorhome chassis; and Western Star 4900 vehicles manufactured between January 5, 2007, and May 17, 2007, with certain Axle Alliance Company front axles.

During front axle assembly, the fasteners that attach the steering arm or the tie rod arms to the spindle may have been over or under tightened. Incorrectly tightened fasteners may fatigue and fracture, resulting in a possible vehicle crash without prior warning.

The steering arm and tie rod arm fasteners will be replaced. The steering arm will be inspected for clearance to the king pin boss.

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

When you contact your dealer, refer to campaign number FL501A. Once kit(s) are received at the dealership, the Recall will take approximately an hour and a half 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 FL501A.

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, 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: AAC Front Axle Tie Rod and Steering Arm Fasteners

Models Affected: Specific Freightliner Business Class M2, Century Class S/T, Classic, Classic XL, Columbia, Coronado, and FLD vehicles; Sterling A/L-Line and Acterra vehicles; Freightliner Custom Chassis B2/S2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), MB shuttle bus chassis, MT45/55 step van chassis, and XC motorhome chassis; and Western Star 4900 vehicles manufactured between January 5, 2007, and May 17, 2007, with certain Axle Alliance Company front axles.

NOTE: All vehicles require kit 25-FL501-000. However, few steering arms will require replacement. If a steering arm must be replaced, please refer to PartsPro for the appropriate steering arm part number for the specific vehicle. The most common steering arm part number is ABP P6803382501. Fewer than 1 percent are expected to need a steering arm replacement.

Steering Arm Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL501 (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 on trucks, over the driver's window in school buses, on the front wall under the dash in motorhomes, or in the driver's area in step vans. If a completion sticker for FL501 is present, nothing more needs to be done. If no sticker is present, go to the next step.

2. Shut down the engine, and chock the front tires.

3. Using a 0.004 Inch (0.1 mm) feeler gauge, check the clearance between the steering arm and the king pin boss. See Fig. 1.

If there is clearance, go to the "Steering Arm Capscrew Replacement" and "Tie Rod Arm Capscrew Replacement" procedures in these Work Instructions.

If there is **no clearance**, the steering arm must be replaced. Go to the "Steering Arm Replacement" procedure in these Work Instructions.

Steering Arm Capscrew Replacement

IMPORTANT: The following steps apply to both steering arm capscrews. Replace one capscrew at a time to avoid loosening the arm completely.

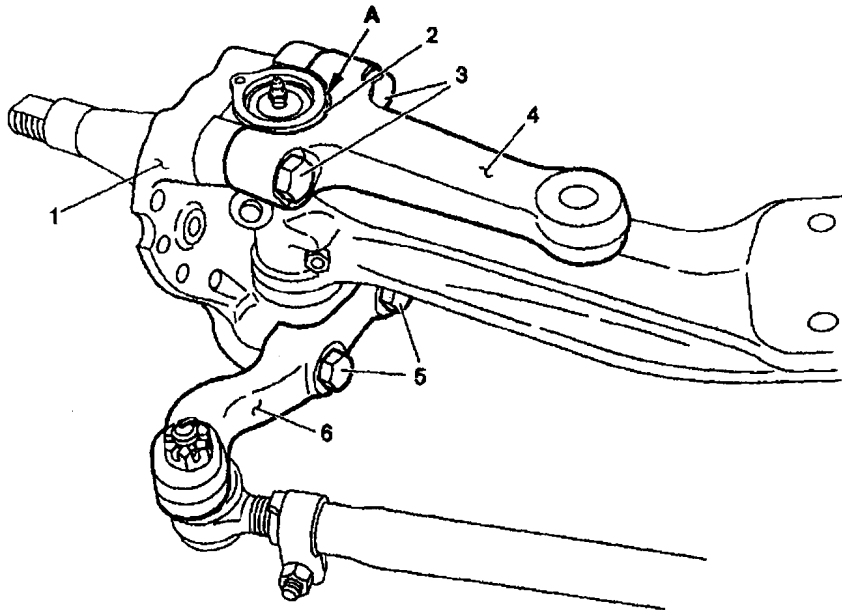
1. Remove one of the capscrews that attaches the steering arm to the steering knuckle. See Fig. 1.
2. Check the capscrew threads to verify whether Loctite® or another thread locking compound was applied to them.

If a thread locking compound is present on the capscrew, clean the female threads on the steering knuckle, removing all dirt, oil, and other foreign material. If parts are contaminated, use a petroleum solvent for cleaning; then allow the threads to air dry for 10 minutes. Be sure the solvent is completely gone before applying adhesive.

3. Apply Loctite 277 to the threads of a new M20 x 1.5 x 80 capscrew from the Recall kit.
4. Install the new steering arm capscrew and tighten it 425 lbf-ft (575 N-m).
5. Repeat steps 1 through 4 to replace the second capscrew.
6. Continue with the "Tie Rod Arm Capscrew Replacement" procedure in these Work Instructions.

Recall Campaign

December 2007
FL501A
NHTSA #07V-306



07/23/2007

t330240

A. Check for clearance between the steering arm and the king pin boss.

- | | | |
|------------------|---------------------------|--------------------------|
| 1. Knuckle | 3. Steering Arm Capscrews | 5. Tie Rod Arm Capscrews |
| 2. King Pin Boss | 4. Steering Arm | 6. Tie Rod Arm |

Fig. 1, Steering Arm and Tie Rod Arm

Tie Rod Arm Capscrew Replacement

IMPORTANT: The following steps apply to both tie rod arm capscrews at both the RH and LH sides of the front axle. Replace one capscrew at a time to avoid loosening an arm completely.

1. Remove one of the capscrews that attaches the tie rod arm to the knuckle. See Fig. 1.
2. Check the capscrew threads to verify whether Loctite[®] or another thread locking compound was applied to them.

If a thread locking compound is present on the capscrew, clean the female threads on the knuckle, removing all dirt, oil, and other foreign material. If parts are contaminated, use a petroleum solvent for cleaning; then allow the threads to air dry for 10 minutes. Be sure the solvent is completely gone before applying adhesive.

3. Apply Loctite 277 to the threads of a new M20 x 1.5 x 90 capscrew.
4. Install the new tie rod arm capscrew and tighten it 425 lbf-ft (575 N-m).
5. Repeat steps 1 through 4 until all four of the tie rod arm capscrews have been replaced.
6. Clean a spot on the base label (Form WAR259) and attach a completion sticker for Recall FL501 (Form WAR 260) to the base label.
7. Remove the chocks.

Steering Arm Replacement

1. Remove both of the capscrews that attach the steering arm to the steering knuckle, and remove the steering arm.
2. Check the capscrew threads to verify whether Loctite or another thread locking compound was applied to them.

If a thread locking compound is present on the capscrew, clean the female threads on the steering knuckle, removing all dirt, oil, and other foreign material. If parts are contaminated, use a petroleum solvent for cleaning; then allow the threads to air dry for 10 minutes. Be sure the solvent is completely gone before applying adhesive.

3. Apply Loctite 277 to the threads of two new M20 x 1.5 x 80 capscrews.
4. Install a new steering arm with its engraved part number facing upward.
5. Install the new steering arm capscrews and tighten them 425 lbf-ft (575 N·m).
6. Go to the "Tie Rod Arm Capscrew Replacement" procedure in these Work Instructions.



A Subsidiary of **FREIGHTLINER**
CORPORATION

Product Recall

To: ALL DEALERS

From: TRACY SAUERBREY - WARRANTY/RECALL DEPARTMENT

Subject: RECALL 07V-306 - AAC Front Axle Tie Rod & Steering Arm Fasteners

Date: January 10, 2008

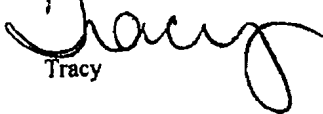
Enclosed are copies of the customer notification letter and the repair procedure for Recall 07V-306. This recall involves certain MVP-EF and HDX model school buses manufactured between January 5, 2007 and May 17, 2007. The defect involves the fasteners that attach the steering arm or tie rod arms to the spindle. During front axle assembly these fasteners may be over or under tightened.

This is a universal notification sent to all dealers. You may or may not have customers in your area affected by this recall. If owners in your area are subject to this recall, we have enclosed a printout listing those customers' names and addresses. If there is not a printout enclosed according to our records there are no units in your area involved. If you have a printout and any of the units on it are still in your possession it is your responsibility to ensure the recall is performed before the unit is delivered to the customer.

The repair will consist of inspecting the suspect fasteners. The labor allowance for inspection and installing fasteners is 1.2 hours (SRT code 90-70) and 1.5 hours to replace the steering arm if applicable per unit (SRT code 90-71). You will need to order kit number 25-FL501-000 from the Parts Distribution Center.

Thomas Built Buses has elected to notify all customers directly. Your customers will be contacting you to schedule an appointment for repairs. Reimbursement for parts and labor, (if requested) may be obtained by filing a warranty claim.

If you know of any customers who own or operate a Thomas bus in this recall, whose name and address is NOT listed or is INCORRECTLY listed on the enclosed printout, please promptly notify Thomas Built Buses of that additional information in writing. Thank you for your cooperation and assistance.



Tracy

Enclosures: Customer Letter Repair Procedure Printout (if applicable)



A Subsidiary of **FREIGHTLINER**
LLC

January 18, 2008

Recall 07V-306

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built Buses, Inc. has decided that a defect which relates to motor vehicle safety exists on certain MVP-EF and HDX model school buses, manufactured between January 5, 2007 and May 17, 2007. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the fasteners that attach the steering arm or tie rod arms to the spindle. During front axle assembly these fasteners may be over or under tightened. Incorrectly torqued steering arm fasteners may fatigue and fracture, causing loss of steering, and a crash without warning.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this defect without charge. The remedy will consist of inspecting the suspect fasteners. It will take approximately 1.2 hours to install fasteners and inspect and 1.5 to replace the steering arm if applicable per unit. To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.

In addition to being used to verify repair completion, the postcard must be completed and returned if the vehicle does not need repair, if you no longer own the vehicle, or the vehicle identified on the postcard has been exported, stolen, or destroyed/totaled. Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Customer Support office at (336) 822-2871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday, e-mail Tracy.Sauerbray@thomasbus.com.

If the defect is not remedied without charge and within a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, also please contact the Customer Support Office at (336)-889-4871. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 7th Street S. W., Washington, DC 20590, or phone the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario or phone (613)-993-9851.

Sincerely,

Tracy Sauerbray
Warranty/Recall Department

Enclosure



Repair Procedure

Instruction Sheet #TBB 85490087

RECALL # 07V-306

MODEL: MVP-EF, ER-HD, HDX

SUBJECT: AAC FRONT AXLE TIE ROD AND STEERING ARM FASTENERS

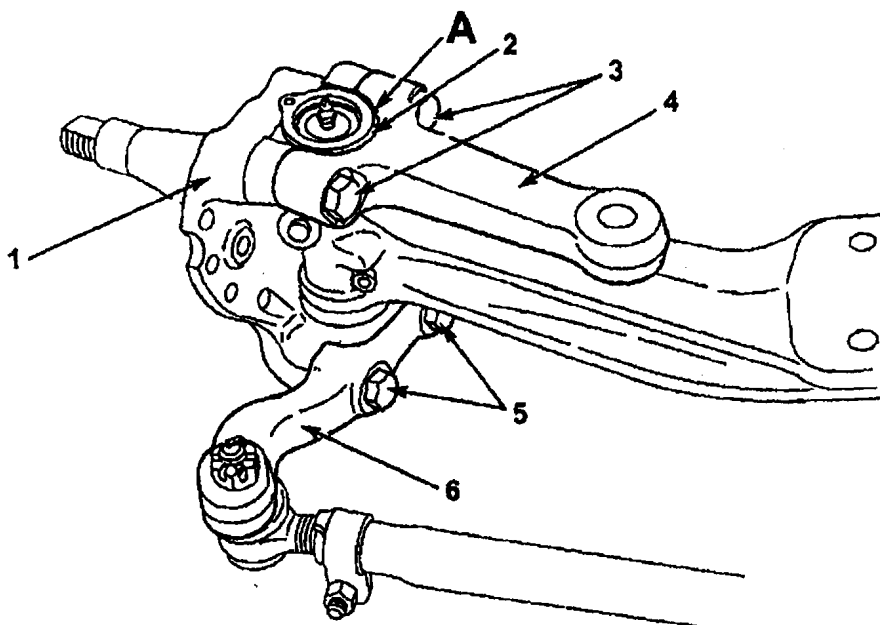
PAGE: 1 OF 3

Steering Arm Inspection:

1. Shut down the engine, and chock the front tires.
2. Using a 0.004" (0.1 mm) feeler gauge, check the clearance between the steering arm and the king pin boss. **Figure 1**

If there is clearance, go to the "Steering Arm Capscrew Replacement" and "Tie Rod Arm Capscrew Replacement" procedures found on page two of this document.

If there is no clearance, the steering arm must be replaced. Go to the "Steering Arm Replacement" procedure found on page two of this document.



A. Check for clearance between the steering arm and the king pin boss.

- | | | |
|------------------|---------------------------|--------------------------|
| 1. Knuckle | 3. Steering Arm Capscrews | 5. Tie Rod Arm Capscrews |
| 2. King Pin Boss | 4. Steering Arm | 6. Tie Rod Arm |

Figure 1

Steering Arm Capscrew Replacement:

IMPORTANT: *The following steps apply to both steering arm capscrews. Replace one capscrew at a time to avoid loosening the arm completely.*

1. Remove one of the capscrews that attaches the steering arm to the steering knuckle. **Figure 1**
2. Check the capscrew threads to verify whether Loctite® or another thread locking compound was applied to them.

If a thread locking compound is present on the capscrew, clean the female threads on the steering knuckle, removing all dirt, oil, and other foreign material. If parts are contaminated, use a petroleum solvent for cleaning; then allow the threads to air dry for 10 minutes. Be sure the solvent is completely gone before applying adhesive.

3. Apply Loctite 277 to the threads of a new M20 x 1.5 x 80 capscrew from the Recall Kit.
4. Install the new steering arm capscrew and tighten it 425 ft/lbs. (575 N·m).
5. Repeat steps 1 through 4 to replace the second capscrew.
6. Continue with the "Tie Rod Arm Capscrew Replacement" procedure.

Tie Rod Arm Capscrew Replacement:

IMPORTANT: *The following steps apply to both tie rod arm capscrews at both the RH and LH sides of the front axle. Replace one capscrew at a time to avoid loosening an arm completely.*

1. Remove one of the capscrews that attaches the tie rod arm to the knuckle. **Figure 1**
2. Check the capscrew threads to verify whether Loctite® or another thread locking compound was applied to them.

If a thread locking compound is present on the capscrew, clean the female threads on the knuckle, removing all dirt, oil, and other foreign material. If parts are contaminated, use a petroleum solvent for cleaning; then allow the threads to air dry for 10 minutes. Be sure solvent is completely gone before applying adhesive.

3. Apply Loctite 277 to the threads of a new M20 x 1.5 x 80 capscrew.
4. Install the new tie rod arm capscrew and tighten it 425 ft/lbs. (575 N·m).
5. Repeat steps 1 through 4 until all four of the tie rod arm capscrews have been replaced.
6. Remove the chocks.

Steering Arm Replacement:

1. Remove both of the capscrews that attach the steering arm to the steering knuckle, and remove the steering arm.
2. Check the capscrew threads to verify whether Loctite or another thread locking compound was applied to them.

If a thread locking compound is present on the capscrew, clean the female threads on the steering knuckle, removing all dirt, oil, and other foreign material. If parts are contaminated, use a petroleum solvent for cleaning; then allow the threads to air dry for 10 minutes. Be sure solvent is completely gone before applying adhesive.

3. Apply Loctite 277 to the threads of two (2) new M20 x 1.5 x 80 capscrews.
4. Install a new steering arm with its engraved part number facing upward.
5. Install the new steering arm capscrews and tighten them 425 ft/lbs. (575 N·m).
6. Go to the "Tie Rod Arm Capscrew Replacement" procedure found on page 2 of this document.

MATERIALS REQUIRED:

Kit #25-FL501-000, RECALL #07V-306, AAC TIE ROD & STEERING ARM FASTENERS CONSISTING OF THE FOLLOWING PARTS:

<u>PART NUMBER</u>	<u>QTY.</u>	<u>DESCRIPTION</u>
TBB 85490087	1	Repair Procedure, Recall #07V-306-AAC Tie Rod & Steering Arm
ABP P3086760200022	4	Tie Rod Capscrew, M20 x 1.5 x 90
ABP P3086760200025	2	Steer Arm Capscrew, M20 x 1.5 x 80
A6809890271	1	Loctite 277

For Steering Arm part number, refer to the BOM via MyTBB Information Portal.