



08V-573  
(15 Pages)

October 17, 2008

Ms. Kathy DeMeter, Director  
Office of Defects Investigation  
U.S. Department of Transportation  
National Highway Traffic Safety Admin.  
400 - 7<sup>th</sup> Street S.W.  
Washington, DC 20590

Dear Ms. DeMeter:

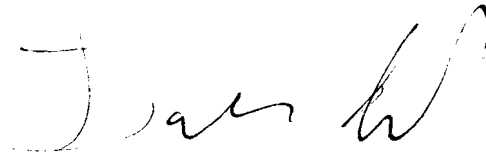
Winnebago Industries<sup>®</sup> submits the following report pursuant to Part 573 of the NHTSA regulations. The numbered paragraphs below correspond to those found at Part 573.5(c).

1. Winnebago Industries, Inc.  
P.O. Box 152  
Forest City, IA 50436
2. The motor vehicles potentially containing the defective component are: Certain 2008 through 2009 Winnebago<sup>®</sup> models Destination, Journey, Tour, Vectra and Itasca<sup>®</sup> models Latitude, Meridian, Ellipse, Horizon motor homes. These motor homes were built August 2007 through July 2008. The vehicles are being identified using the model number and production records showing VINs.
3. The total number of vehicles potentially containing the defective component is: 594.
4. The percentage of vehicles estimated to contain the defect is 100%.
5. The defect involves certain vehicles built with SAF Holland ADL suspensions that have improperly located transverse beam welds, which may cause the transverse beam to separate from the suspension casting. If the transverse beam separates from the casting, vehicle stability while cornering could be affected, resulting in a loss of vehicle control and possible crash without prior warning.
6. Winnebago Industries discovered the defect as a result of an October 9, 2008 e-mail from Freightliner LLC to Ron Post of Winnebago Industries. Referencing their recall # FL-530A
7. N/A.
8. Winnebago Industries will continue to assist Freightliner LLC to correct the situation as we provide them a current list of owners on a weekly basis. Freightliner LLC will be conducting the recall.
9. N/A.
10. N/A.
11. N/A.

RECEIVED  
2008 OCTOBER 30 - 10:00 AM  
OFFICE OF RECALL  
MANAGEMENT DIVISION

0804p573

Ms. Kathy DeMeter, Director  
October 17, 2008  
Page Two

A handwritten signature in black ink, appearing to read "Dale Jordal". The signature is fluid and cursive, with a large initial "D" and a long, sweeping tail.

Dale Jordal  
Product Safety Administrator

0804p573

Enclosure

## Subject: SAF Holland ADL Suspension Transverse Beam Welds

**Models Affected: Specific Freightliner Custom Chassis XC motor home chassis manufactured between July 2, 2007, and October 30, 2007 with SAF Holland ADL suspensions.**

### General Information

Daimler Trucks North America 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 the vehicles mentioned above.

There are approximately 2,000 vehicles involved in this campaign.

Certain vehicles may have been built with SAF Holland ADL suspensions that have improperly located transverse beam welds, which may cause the transverse beam to separate from the suspension casting. If the transverse beam separates from the casting, vehicle stability while cornering could be affected, resulting in a loss of vehicle control and possible crash without prior warning.

The transverse beam welds will be inspected and, if the welds are improperly located, the transverse beam will be replaced. **IMPORTANT:** Less than 6 percent of vehicles are expected to require replacement of the transverse beam. Please do not order a kit unless an inspection confirms that a new transverse beam is needed.

### 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 FL530AB, a list of the customers and vehicle identification numbers will be available on [AccessFreightliner.com](http://AccessFreightliner.com). Please refer to this list when ordering parts for this recall.

**IMPORTANT:** Less than 6 percent of vehicles are expected to require replacement of the transverse beam. Please do not order a kit unless an inspection confirms that a new transverse beam is needed. You may order the kit using next day delivery. Up to \$103.00 in freight may be included on your claim without additional authorization. Freight invoices must be made available upon request.

# Recall Campaign

Daimler Trucks  
North America LLC

September 2008  
FL530AB  
NHTSA #08V-269

Table 1 - Replacement Parts for FL530AB

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL530A Please order this kit by vehicle serial number	25-FL530-000	Transverse Beam Assembly	905 47 813	1 ea	\$534.97 U.S. \$556.37 CAN
		Fastener Kit	330 05 391	1 ea	
		Completion Sticker	WAR260	1 ea	
FL530B Please order this kit by vehicle serial number	25-FL530-001	Transverse Beam Assembly	907 47 733	1 ea	\$534.97 U.S. \$556.37 CAN
		Fastener Kit	330 05 391	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.

**IMPORTANT:** For safety considerations the defective transverse beam must be taken out of service so it can no longer be used. Please fill out the form at the end of these Work Instructions and follow the instructions on the form.

## Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL530AB	Inspect transverse beam welds	0.2	996-0768A	000-Inspected
FL530AB	Inspect transverse beam welds and replace transverse beam	1.7	996-0768B	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<sup>®</sup>:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL530A or FL530B**).
- In the Primary Failed Part Number field, enter **25-FL530-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.

**IMPORTANT:** Less than 6 percent of vehicles are expected to require replacement of the transverse beam. Please do not order a kit unless an inspection confirms that a new transverse beam is needed. You may order the kit using next day delivery. Up to \$103.00 in freight may be included on your claim without additional authorization. Freight invoices must be made available upon request.

- 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.
- **Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following.
  - Accept the documentation of the previous repair.
  - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines for this recall.)
  - Contact the Warranty Campaigns Department for a decision and authorization number.
  - Include the approved amount on your claim in sublet/outside purchases.
  - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
  - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
  - When your claim is paid, reimburse the customer the appropriate amount.

**IMPORTANT:** ServicePro<sup>®</sup> 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 / Support / Submit an Inquiry](http://AccessFreightliner.com/Support/SubmitanInquiry), 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. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

# Recall Campaign

Daimler Trucks  
North America LLC

September 2008  
FL530AB  
NHTSA #08V-269

## Copy of Letter to Owner

### Subject: SAF Holland ADL Suspension Transverse Beam Welds

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.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Custom Chassis XC motor home chassis manufactured between July 2, 2007, and October 30, 2007 with SAF Holland ADL suspensions.

Certain vehicles may have been built with SAF Holland suspensions that have improperly located transverse beam welds, which may cause the transverse beam to separate from the suspension casting. If the transverse beam separates from the casting, vehicle stability while cornering could be affected, resulting in a loss of vehicle control and possible crash without prior warning.

The transverse beam welds will be inspected and, if the welds are improperly located, the transverse beam will be replaced.

Parts are now available for authorized dealers to order. Contact your authorized dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. 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 **FL530AB**. Once kit(s) are received at the dealership, the Recall may take up to 2 hours, depending on the result of the inspection, 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 **FL530AB**.

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 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 [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.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

## Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

September 2008  
FL530AB  
NHTSA #08V-269

## Work Instructions

### Subject: SAF Holland ADL Suspension Transverse Beam Welds

**Models Affected: Specific Freightliner Custom Chassis XC motor home chassis manufactured between July 2, 2007, and October 30, 2007 with SAF Holland ADL suspensions.**

#### Weld Inspection

**IMPORTANT:** Less than 6 percent of vehicles are expected to require replacement of the transverse beam. Please do not order a kit unless an inspection confirms that a new transverse beam is needed. You may order the kit using next day delivery. Up to \$103.00 in freight may be included on your claim without additional authorization. Freight invoices must be made available upon request.

1. Check the base label (Form WAR259) for a completion sticker for campaign FL530 (Form WAR260) indicating this work has been done. The base label is usually located on the front wall under the dash. If a label is present for campaign FL530, no further work needs to be done. If there is no sticker for FL530, do the steps below.
2. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
3. Raise the rear of the vehicle and support the frame with jack stands.

#### **WARNING**

**Always use jack stands of sufficient strength. Failure to do so may cause the vehicle to fall, resulting in personal injury and/or vehicle damage.**

4. At the rear of the drive suspension, look for the serial tag located under the transverse beam to identify the part number and 2-letter date code that describes the manufactured month as follows.
  - July 2007 - suspension date code GM
  - August 2007 - suspension date code HM
  - September 2007 - suspension date code JM
  - October 2007 - suspension date code KM

See **Fig. 1**, Item 2, and **Fig. 2**.

**NOTE:** There are two weld joints where defects may have occurred on the transverse beam. A joint at each end of the beam connects a cast end to the beam's tube structure. See **Fig. 3**. Welds at these joints are a circular band that wrap completely around the tube.

5. Visually inspect each weld joint at each end of the transverse beam. If damaged, the transverse beam must be replaced.

**IMPORTANT:** Do not attempt to repair mislocated welds. See **Fig. 4**, for an example of correctly located and mislocated welds.

#### Transverse Beam Replacement

1. Park the vehicle on a level surface, shut down the engine, apply the parking brake, and chock the tires.

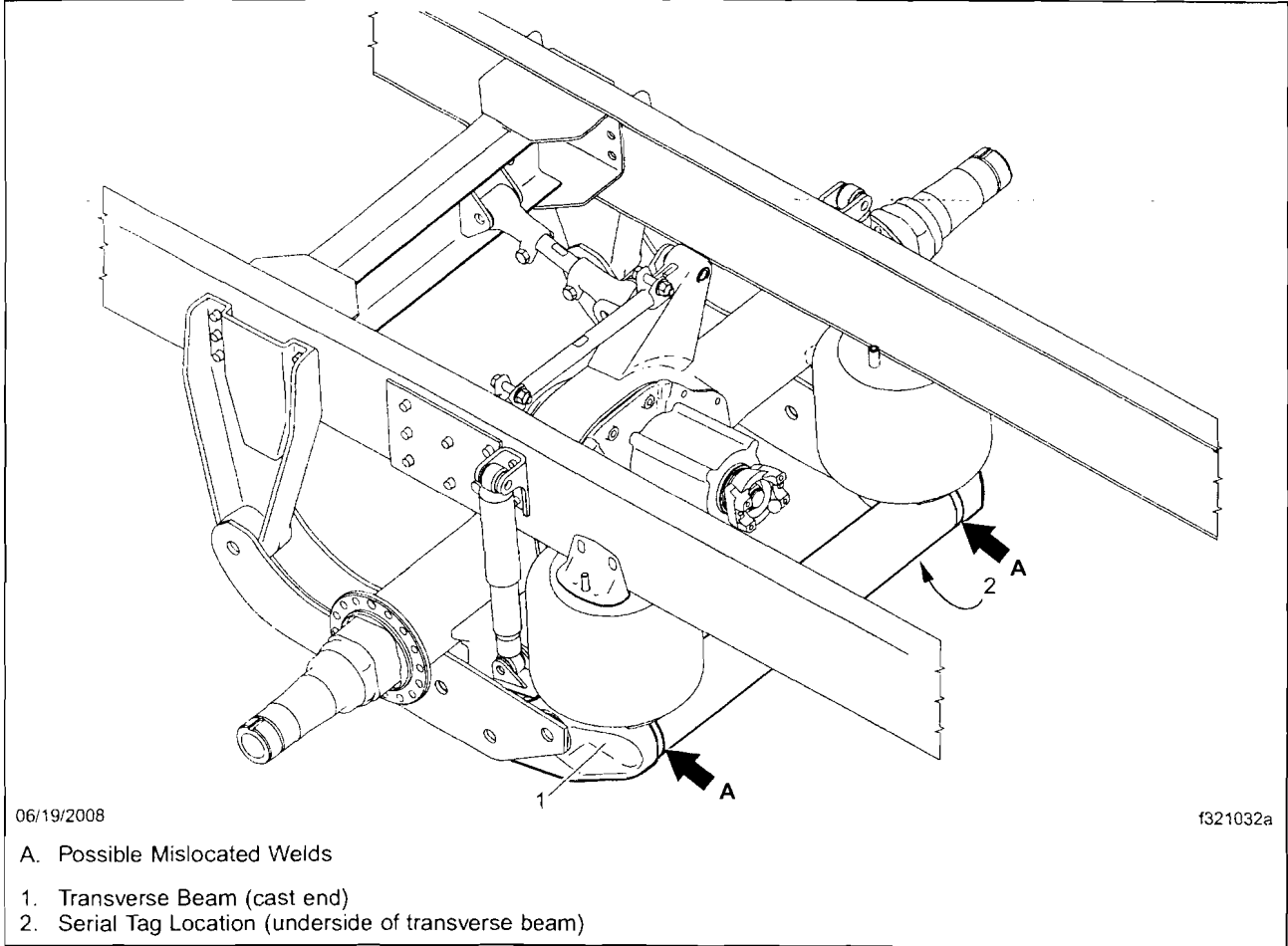


Fig. 1, Transverse Beam Area

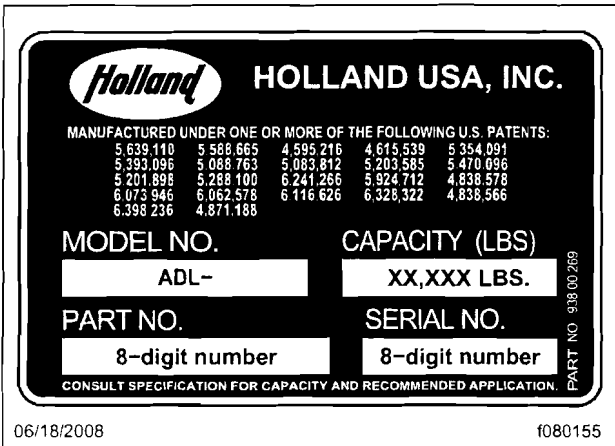


Fig. 2, Serial Tag

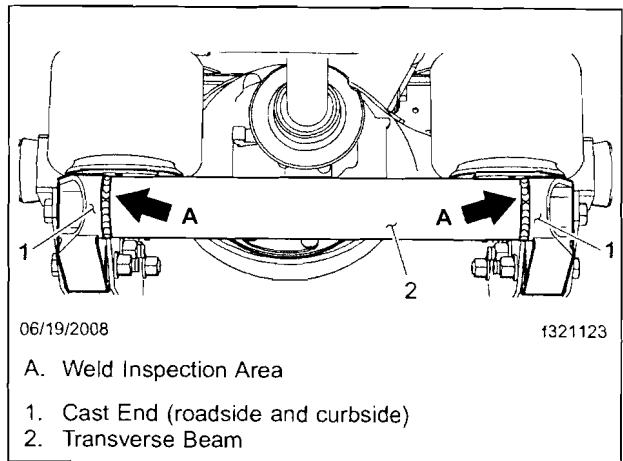


Fig. 3, Rear View of Transverse Beam

# Recall Campaign

Daimler Trucks  
North America LLC

September 2008  
FL530AB  
NHTSA #08V-269

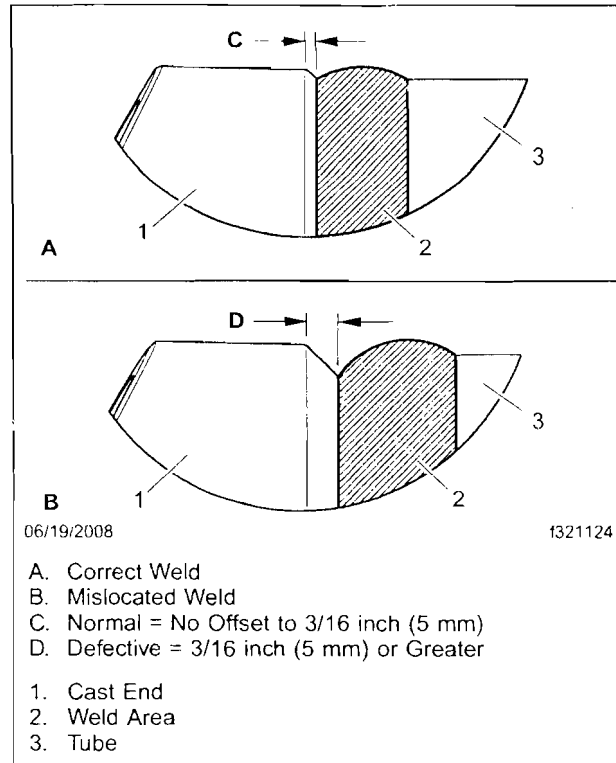


Fig. 4, Mislocated Weld Inspecting

**IMPORTANT:** Before disassembling the suspension, determine the ride height, see step 15, under the Ride Height heading for instructions and write down the number for future reference.

## **⚠ WARNING**

**Always use jack stands of sufficient strength. Failure to do so may cause the vehicle to fall, resulting in personal injury and/or vehicle damage.**

2. Raise the rear of the vehicle and support the frame with jack stands.
3. Using a floor jack, support the axle at the axle bowl.
4. Using another floor jack, support the transverse beam.
5. Remove the wheels.
6. Exhaust the air from the suspension either by disconnecting the air supply line from the air spring or using the height control valve. If the height control valve is used, disconnect the link from the lower connection and pull down on the link.

**NOTE:** If the air spring has a leak and is deflated, this step must still be completed.

## **⚠ CAUTION**

**Failure to completely exhaust air springs prior to removal may result in unexpected air spring movement which, if not avoided, may result in personal injury.**

7. Disconnect the shock absorbers and air springs at their lower connection. See Fig. 5.
8. Remove the transverse beam connection hardware on both sides. See Fig. 6.

NOTE: Mark the position and orientation of the "C" washers, as they will be reused. Reuse the equalizing beam plates and debris shields.

9. Using the floor jack, support and lower the transverse beam to remove it from the equalizing beam plates.

The axle adapter hardware that attach the equalizing beam plates to the axle adapter may need to be loosened on both sides.

IMPORTANT: For safety considerations the defective transverse beam must be taken out of service so it can no longer be used. Please fill out the form at the end of these Work Instructions and follow the instructions on the form.

NOTE: It is not necessary to separate the blades to remove and install the transverse beam.

10. Raise the transverse beam assembly to the beam's original position. Assemble the new and existing hardware. Install all the transverse beam nuts; tighten them to 800 to 850 lbf-ft (1085 to 1153 N·m).
11. Connect the shocks and debris shields, air springs, and height control valve link. See Fig. 7. Tighten shock absorber nuts 250 to 280 lbf-ft (340 to 380 N·m). Tighten air spring bolts 30 to 35 lbf-ft (41 to 48 N·m).
12. Install the wheels. Remove the jack stands, lower the vehicle, and remove the floor jack that supports the transverse beam.
13. Remove the floor jack that supports the axle bowl.
14. Increase the suspension air system reservoir pressure to 100 psig (690 kPa). Check for leaks. Both air springs should inflate the suspension to the proper ride height. Check the ride height.

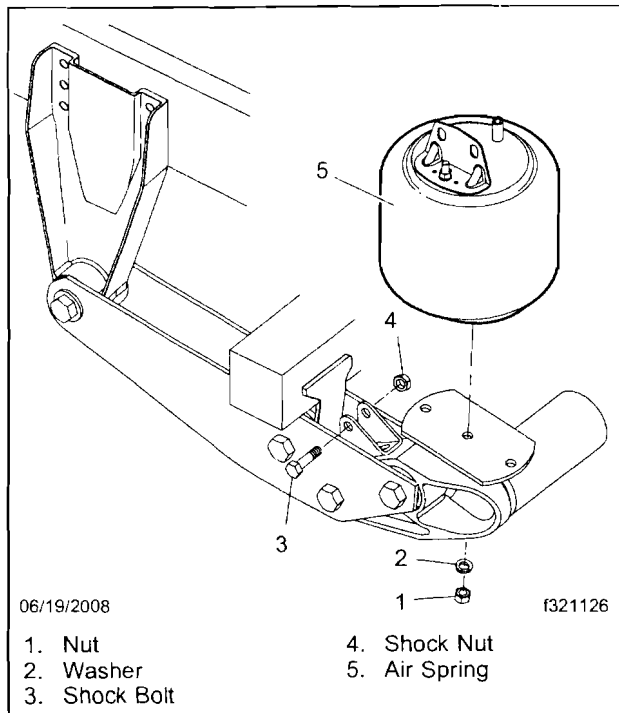


Fig. 5, Air Spring and Shock Lower Connections

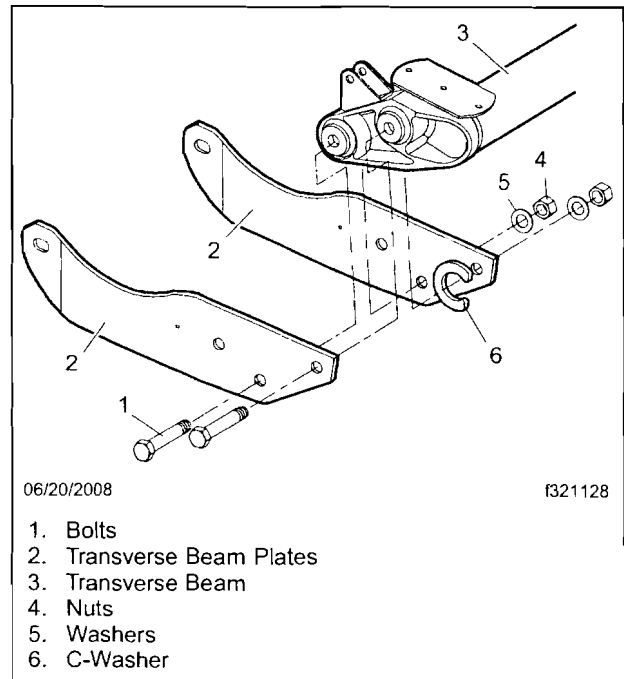


Fig. 6, Transverse Beam Replacing

# Recall Campaign

Daimler Trucks  
North America LLC

September 2008  
FL530AB  
NHTSA #08V-269

## CAUTION

While the vehicle air system pressure capabilities may be in excess of 120 psi (827 kPa), the air spring pressure must not be set above 100 psi (690 kPa) or the rubber air spring can tear or fracture.

15. If the ride height is not within a 1/4 inch (6 mm) of the correct ride height of 11 inches (279 mm), adjust the height control valve as follows.
  - 15.1 Pressurize the air system with a constant supply of air to 100 psig (690 kPa). Both air springs should inflate and locate the suspension at the proper ride height.
  - 15.2 The distance from the bottom flange of the frame rail to the center of the lower shock mounting bolt should measure a ride height of 11 inches (279 mm).
  - 15.3 Remove the bolt that secures the height control valve linkage to the control lever of the valve. See Fig. 8.
  - 15.4 Exhaust all air from the air springs by pushing the control lever down to the vertical position.
  - 15.5 Connect the control lever to its respective linkage, and allow the air springs controlled by the lever to fill until the valve shuts off.
  - 15.6 To adjust the valve, loosen the adjustment locknut on the height control valve lever arm. See Fig. 8.

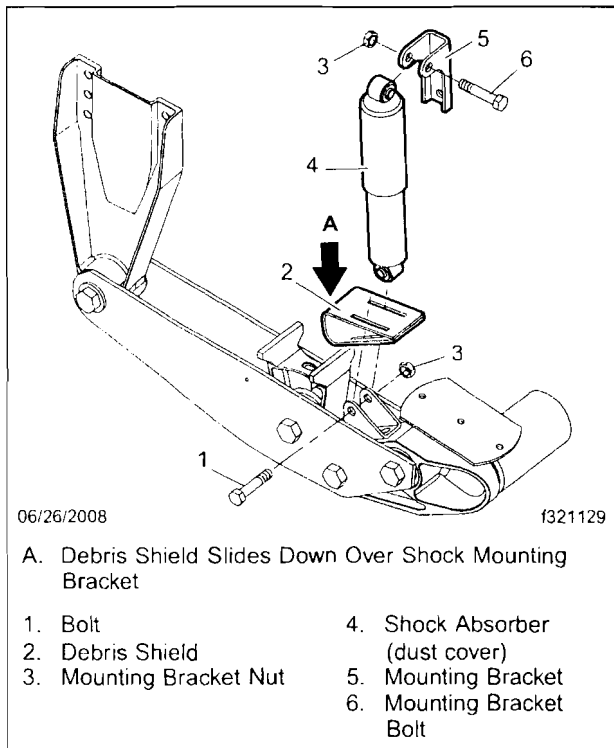


Fig. 7, Shock Replacement

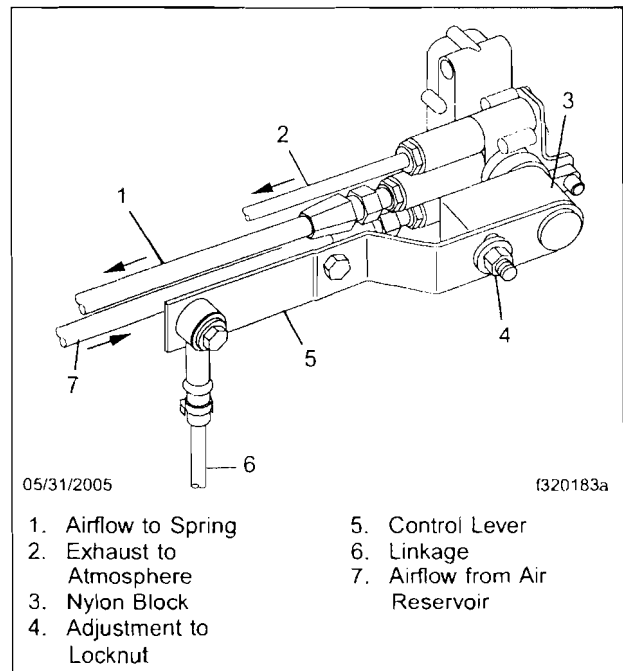


Fig. 8, Height Control Valve

16. Clean a spot on the base label (Form WAR259). Attach a completion sticker for campaign FL530 (Form WAR260) to the base label.
17. Remove the chocks.

## FOR ALL REMOVED TRANSVERSE BEAMS

*(Please use one form per Recall Claim)*

PLEASE PRINT OUT AND FAX THE COMPLETED FORM TO SAF HOLLAND at 1.800.356.3929.

All removed transverse beams must be taken out of service and scrapped.

Vehicle Serial Number: \_\_\_\_\_

Transverse Beam Serial Number: \_\_\_\_\_

Transverse Beam Part Number: \_\_\_\_\_

Date Code (*Circle one*): GM HM JM KM

End User/Owner: \_\_\_\_\_

*Signature confirms that I have scrapped the transverse beam described above.*

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

September 2008  
FL530AB  
NHTSA #08V-269

**Subject: SAF Holland ADL Suspension Transverse Beam  
Welds**

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.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Custom Chassis XC motor home chassis manufactured between July 2, 2007 and October 30, 2007 with SAF Holland ADL suspensions.

Certain vehicles may have been built with SAF Holland suspensions that have improperly located transverse beam welds which may cause the transverse beam to separate from the suspension casting. If the transverse beam separates from the casting, vehicle stability while cornering could be affected, resulting in a loss of vehicle control and possible crash without prior warning.

The transverse beam welds will be inspected and, if the welds are improperly located, the transverse beam will be replaced.

Parts are now available for authorized dealers to order. Contact your authorized dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. 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 **FL530AB**. Once kit(s) are received at the dealership, the Recall may take up to 2 hours, depending on the result of the inspection, 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 **FL530AB**.

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 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 [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.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

September 2008  
FL532A  
NHTSA #08V-417

## **Reimbursement to Customers for Repairs Performed Prior to Recall**

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.