

# Recall Campaign

January 2008  
FL504A-G  
NHTSA #07V-302  
REVISED NOTICE

## Copy of Letter to Owner Subject: Bendix SR-7 Park Brake Valves

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 and Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Argosy, Business Class, Business Class M2, Cargo, Century Class S/T, Classic, Classic XL, Columbia, Coronado, and FLD vehicles; Sterling A/L-Line, Acterra, and Cargo vehicles; and Freightliner Custom Chassis B2/S2 school bus chassis (Thomas Built Buses Saf-T-Liner) and VCL and XC motorhome chassis manufactured between August 13, 2002, and June 15, 2007.

Certain Bendix SR-7 spring brake modulating valves may have one or both of the following defects. The internal rubber check valves on the SR-7 valves may deform over time and potentially result in intermittent improper seating of the check valve. The valve body retainer of Parker Hannifin 90 degree single check valves that attach to the supply port of SR-7 valves may, after prolonged use, break apart and become lodged inside the SR-7 valves, either causing a leak out of the SR-7 valve or preventing air from properly exhausting from the SR-7 valve. Either of these defects may cause a delay in the application of the parking brake and the vehicle may roll away, resulting in possible property damage or personal injury. Normal service braking is not affected by either condition.

The SR-7 valve will be inspected and an internal check valve cartridge, the Parker external check valve, or the entire SR-7 valve will be replaced as appropriate.

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 dealer. To locate a dealer, search online at [www.FreightlinerTrucks.com](http://www.FreightlinerTrucks.com), [www.SterlingTrucks.com](http://www.SterlingTrucks.com), or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL504A-G**. Once kit(s) are received at the dealership, the Recall will take approximately an hour 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 **FL504A-G**.

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 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.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

If you are not able to have the defect remedied without charge and within a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [WarrantyCampaigns@freightliner.com](mailto:WarrantyCampaigns@freightliner.com), or the Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP, after normal business hours. You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 7th Street SW, 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.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

# Recall Campaign



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## 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 Freightliner 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 Freightliner LLC dealer.

Please speak with your Freightliner LLC authorized dealer concerning this matter.



A Subsidiary of **FREIGHTLINER**  
LLC

January 25, 2007

Recall 07V-302

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 HDX school buses manufactured between July 2002 and August 2007. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the Bendix SR-7 spring brake modulating valves. These valves may have one or both of the following defects. The internal rubber check valves on the SR-7 valves may deform over time and potentially result in intermittent improper seating of the check valves. The valve body retainer of Parker Hannifin 90 degree single check valves that attach to the supply port of SR-7 valves may, after prolonged use, break apart and become lodged inside the SR-7 valves, either causing a leak out of the SR-7 valve or preventing air from properly exhausting from the SR-7 valve. Either of these two defects may cause a delay in the application of the parking brake and the vehicle may roll away, resulting in possible property damage or personal injury. Normal service braking is not affected by either condition.

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 replacing the defective valves. It will take approximately 1.3 hours for repairs 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 Warranty/Recall Department at (336) 822-2871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday, e-mail [Tracy.Sauerbrey@thomasbus.com](mailto:Tracy.Sauerbrey@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 Warranty/Recall Department at (336)-822-2871. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, 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 Sauerbrey  
Warranty/Recall Department

Enclosure