

Recall Campaign

Daimler Trucks
North America LLC

June 2008
FL517A
NHTSA #07V-570

Copy of Letter to Owner

Subject: FCCC XC Chassis Power Steering Filters

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 February 14, 2005, and May 17, 2006, with a certain inline power steering filter.

The inline power steering filter may become plugged due to a failure of the screen to adhere to the filter housing, causing a rise in return line pressure. This may lead to a hose separation from the filter or the steering gear fitting, resulting in a sudden loss of steering fluid and power assist. A sudden loss of steering assist in a motor home may be a problem for certain drivers and could lead to a vehicle crash.

Affected filters will be replaced with a larger filter.

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 or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL517A**. Once kit(s) are received at the dealership, the Recall will take approximately an hour and a half 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 **FL517A**.

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 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

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.

DAIMLER

Daimler Trucks North America
Nasser Zamani
Manager
Compliance and Regulatory Affairs

August 1, 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. 4
07V-570, FL-517, Power Steering Filter Plugs**

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 distributed to second stage manufacturers.

(c) (10) Copies of Communications sent to second stage manufacturers via e-mail on July 11, 2008 are attached. Sent to:

Airstream	Double K	Newmar
Alpha	Farber	Starship
Classic	Fleetwood	Supreme
Trolley	Forest River	Tiffin
Coachman	Four Winds	Triple E
Craftsman	Gulfstream	Winnebago
Damon	National	

Please contact me if you have any questions.

Sincerely yours,

A handwritten signature in cursive script that reads 'Nasser Zamani'.

Nasser Zamani

Cc: Michael Mason, CAL-OSHA
Enclosure
Certified Mail# 7004 2890 0004 1202 2267

A Daimler Company

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

**Daimler Trucks
North America LLC**

Daimler Trucks North America LLC
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone
503.745.9009 Fax

**June 2008
FL517A
NHTSA #07V-570**

**Recall Notification
Subject: FCCC XC Chassis Power Steering Filters**

Daimler Trucks North America has begun notifying its dealers and customers of a safety related defect that exists in certain chassis manufactured by Freightliner Custom Chassis Corporation and delivered to your company. A remedy without charge is now available, and owners may take their vehicle to a Daimler Trucks North America-authorized service facility to have the recall performed. The Recall Bulletin, which includes a representative copy of the owner notification and dealer work instructions, and a list of potentially affected vehicles delivered to you are attached for your information.

Your company may have an obligation to notify its dealers, distributors, and customers of this recall under Title 49 Code of Federal Regulations Part 577.13 and/or Motor Vehicle Safety Act Section 10(1).

If you have questions or need further information, 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 [Warranty Campaigns@Freightliner.com](mailto:WarrantyCampaigns@Freightliner.com).

**WARRANTY CAMPAIGNS DEPARTMENT
Enclosure**

Subject: FCCC XC Chassis Power Steering Filters

Models Affected: Specific Freightliner Custom Chassis XC motor home chassis manufactured between February 14, 2005, and May 17, 2006, with a certain inline power steering filter.

General Information

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 the vehicles mentioned above.

There are approximately 9,000 vehicles involved in this campaign.

The inline power steering filter may become plugged due to a failure of the screen to adhere to the filter housing, causing a rise in return line pressure. This may lead to a hose separation from the filter or the steering gear fitting, resulting in a sudden loss of steering fluid and power assist. A sudden loss of steering assist in a motor home may be a problem for certain drivers and could lead to a vehicle crash.

Affected filters will be replaced with a larger filter.

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 FL517A, 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.

Table 1 - Replacement Parts for FL517A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL517A	25-FL517-000	Filter, Hydraulic	14-16829-000	1 ea	\$34.04 U.S. \$34.04 CAN
		Clip, .44 std X 2.5 dia	7136305	1 ea	
		Clamp-Hose, .50-.91	IDL 5708	2 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

Recall Campaign

Daimler Trucks
North America LLC

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Removed Parts

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

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL517A	Replace power steering fluid filter	1.0	996-0752A	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 (FL517A).
- In the Primary Failed Part Number field, enter **25-FL517-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- 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® 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, 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.

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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**

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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.

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Work Instructions

Subject: FCCC XC Chassis Power Steering Filters

Models Affected: Specific Freightliner Custom Chassis XC motor home chassis manufactured between February 14, 2005, and May 17, 2006, with a certain inline power steering filter.

Steering Fluid/Hydraulic Oil Return Filter Replacement

1. Check the base label (Form WAR259) for a completion sticker for campaign FL517 (Form WAR260) indicating this work has been done. The base label is usually located on the front wall under the dash on motor homes and above the driver's side window on shuttle buses. If a label is present for campaign FL517, no further work is needed. If there is no sticker for FL517, continue with the steps below.
2. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
3. Place a drip pan under the hydraulic oil filter.
4. Remove the bottom inlet hose from the filter. Plug the end of the hose to prevent fluid loss; a clean rag, steel plug, or plastic plug is recommended.
5. At the hydraulic oil filter, remove the outlet hose that comes from the steering gear. Using one of the methods mentioned in step 4, plug the end of the hose to prevent fluid loss.
6. Remove the old filter, cushion clip (p-clamp), fasteners, and stand-off bracket.
7. Remove the two fittings from the old hydraulic oil filter, and save them for installation on the new hydraulic oil filter. See Fig. 1.
8. Clean the removed fittings with solvent. Apply pipe thread compound to the fitting ends that go into the hydraulic oil filter, then install them in the new filter from the kit. Tighten the fittings one turn past finger-tight.
9. Install the new hydraulic oil filter on the chassis, using the new cushion clamp from the kit and the old nut. Tighten the clamp nut 23 lbf-ft (31 N-m).
10. Attach the inlet and outlet hoses to the hydraulic oil filter fittings.

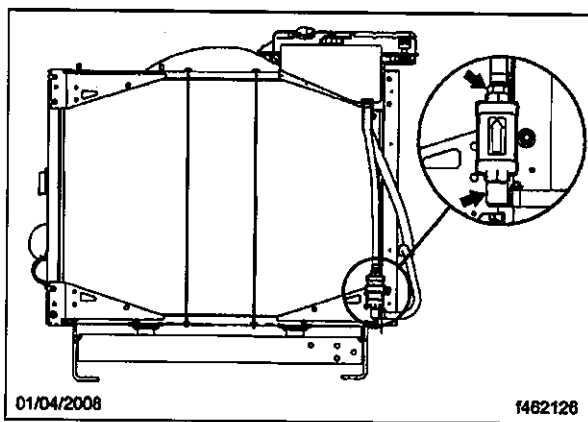


Fig. 1, Hydraulic Oil Filter Fittings that Must be Removed.

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11. Before starting the engine, be sure the coach is in neutral, the parking brake is set. Start the engine and let it idle for one minute. Shutdown the engine, re-check the fluid level. Restart the engine, accelerate to 1000 to 1200 rpm for one minute and then return to idle.

 **CAUTION**

Do not exceed 1400 rpm or permanent damage to the hydraulic system may occur.

12. Shutdown the engine. Check for leaks at the fittings and hoses. Tighten as needed.
13. Check the oil level, and add Dexron® III or equivalent as needed to fill the hydraulic reservoir. Install the hydraulic reservoir cap and close the outside access door.
14. Clean a spot on the base label and attach a completion sticker for FL517 to the base label.
15. Remove the chocks from the tires.