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

On January 19th, 2009, Glaval Bus in conjunction with Daimler Trucks North America [MFR] decided that a defect which relates to motor vehicle safety (a noncompliance with Federal Motor Vehicle Safety Standard 403, S6.1) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **February 16th, 2009.**

Furnish the manufacturer's identification code for this recall (if applicable): 08V-137

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Glaval Bus, A Division Of Forest River, Inc.

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

Rob Froelich, Design Engineer

Telephone Number: **(574) 262-2212 ext. 3665** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Rob Froelich
Design Engineer

Signed:

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

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

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

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

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

Vehicles produced during recall timeline: 2391

Vehicles involved in recall: 117 USA; 2 Canada – Total Of 119 Units

Percentage of recalled vehicles vs. produced: 4.977%

II. Identify the Recall Population

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

Vehicles		Number of
Model	Year	Potentially

Involved:

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

Total Number Potentially Affected by the Recall: 119

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

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Daimler Trucks North America LLC supplied us (Glaval Bus) with VIN's of the vehicles affected.

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.

Installation of a four-piece spindle nut set with a thin spindle nut. The thin spindle nut is located in the wheel hub assembly.

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

The current spindle nut has 2 ½ threads. The new spindle nut has 5 ½ threads, and constructed of a harder steel.

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

Continued operation may result in wheel separation and a possible vehicle crash.

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

Noise/vibration that will be noticeable to the driver and the ABS warning light will illuminate.

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

Daimler Trucks North America LLC

P.O. Box 4090, Portland, OR 97208-4090, USA

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

Nasser Zamani, Sr. Manager, Compliance and Regulatory Affairs

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.

The following statement was taken from Daimler's report: "Reports of wheel separations involving vehicles outside of FL 424 (04V-272) prompted investigations into the effectiveness of the remedy."

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.

V. Identify the Remedy

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

The existing four-piece spindle set will be replaced with a more robust nut set using a thicker, harder inner nut and a new hub cap. Parts are now available for authorized dealers to order for the repair, and the recall condition will be corrected free of charge to the user.

Note: If the user already paid to have this recall condition corrected they may be eligible for 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 the dealer for consideration for reimbursement:

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

- o The name and address of the person who paid for the repair.
- o The VIN of the vehicle that was repaired.
- o What problem occurred, what repair was done, when the repair was done.
- o Who repaired the vehicle.
- o The total cost of the repair expense that is being claimed.
- o 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.

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

The existing four-piece spindle set will be replaced with a more robust nut set using a thicker, harder inner nut and a new hub cap.

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

The recalled component is a wheel bearing adjusting nut consisting of 2 ½ threads and has a thickness of .243" (6.17 mm). The remedied component changed to 5 ½ threads, constructed from a harder material, and has a thickness of .372" (9.4 mm).

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.

The following statement was taken from Daimler's report: "The permanent remedy will be determined pending validation. Repairs will be performed by Daimler Trucks North America dealerships and Direct Warranty customers, i.e., customers approved by Daimler Trucks North America to do their own warranty repairs."

VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval plans to mail the end users and dealers the week of February 23rd, 2009, dependant on when we receive approval from NHTSA.

11. Furnish Recall Communications

12. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users to date without approval of our end user letter from NHTSA.

January 26th, 2009**- RECALL NOTICE -****Subject: Medium Duty Axle Spindle Nuts****Glaval # ???-??? - Daimler # 08V-137 - Canadian # ??-???****This notice is sent to you in accordance with the requirements of the National Traffic And Motor Vehicle Safety Act.**

Dear Glaval Bus Customer,

Glaval Bus in conjunction with Daimler Trucks North America LLC has decided a defect which relates to motor vehicle safety exists on certain Freightliner FB-65 (Glaval model "Concorde") model years 2003 through 2006. Installation of a four-piece spindle nut set with a thin spindle nut may lead to damage of the wheel end, including incorrect end play, degradation of lubrication, wear of the spindle nut and bearing journal, oil contamination with metal shavings, and premature bearing failure. Outer wheel bearing failure will cause noise and vibration that will be noticeable to the driver and the Antilock Braking System warning light will illuminate. Continued operation with the ABS warning light illuminated may result in wheel separation and a possible vehicle crash.

Notice: Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

WHAT IS BEING RECALLED:

This recall process applies to FB-65 model years 2003 through 2006. The four-piece spindle nut set is being recalled due to the spindle nut being too thin.

WHY IS IT BEING RECALLED:

Installation of a four-piece spindle nut set with a thin spindle nut may lead to damage of the wheel end, including incorrect end play, degradation of lubrication, wear of the spindle nut and bearing journal, oil contamination with metal shavings, and premature bearing failure. Outer wheel bearing failure will cause noise and vibration that will be noticeable to the driver and the Antilock Braking System warning light will illuminate. Continued operation with the ABS warning light illuminated may result in wheel separation and a possible vehicle crash.

WHAT YOU NEED TO DO:

Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer. When you contact your dealer, refer to campaign number **FL527AB**. To locate a dealer, search online at www.FreightlinerTrucks.com, www.SterlingTrucks.com, or contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m., Pacific Time, Monday through Friday for assistance. After normal business hours you may contact Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP. IMPORTANT: When the recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL527AB**.

Note: If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please refer to the "Reimbursement to Customers for Repairs Performed Prior to Recall" document (Page 2 of 2).

WHAT THE DAIMLER TRUCKS NORTH AMERICA LLC WILL DO:

When you contact your dealer, and parts are received at the dealership, the recall will take approximately two to three and a half hours, depending on the work needed, and will be performed at no charge to you.

If after contacting the authorized dealer and Daimler Trucks North America LLC Warranty Campaigns Department or Customer Assistance Center and your inspection and/or repair is not completed in a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, or without charge you may notify:

Vehicles In the United States

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.
Washington, D.C. 20590
Or call the Toll Free Vehicle Safety Hotline: (888) 327-4236
TTY: (800) 424-9153
Or go to: <http://www.safercar.gov>

Vehicles in Canada

Transport Canada
ASFAD
Place de Ville Tower C
330 Sparks Street
Ottawa, ON K1A 0N5
(800) 333-0510



- RECALL NOTICE -

Subject: Medium Duty Axle Spindle Nuts

Glaval # ???-??? - Daimler # 08V-137 - Canadian # ??-???

This notice is sent to you in accordance with the requirements of the National Traffic And Motor Vehicle Safety Act.

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:

- a The name and address of the person who paid for the repair.
- a The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- a What problem occurred, what repair was done, when the repair was done.
- a Who repaired the vehicle.
- a The total cost of the repair expense that is being claimed.
- a 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.

Please mail this information to:

Daimler Trucks North America LLC
ATTN: RECALL REIMBURSEMENT FOR FL527AB
P.O. Box 4090
Portland, OR 97208-4090

-Or-

Fax to: (503) 745-9009

Questions?

Call (800) 547-0712 between the hours of 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday for assistance.

**Please Note: If the recall has been completed prior to receiving this letter
you still need to fill out and return the recall notice card included with this mailing.**

Supplemental Documentation

Gloval Bus Production Dates for Recalled Units: September 2002 - December 2005

UNIT #	DATE	MAKE	MODEL YEAR	MODEL NAME	MOPL	END USER	END USER ADDRESS	END USER CITY	END USER ST	END USER ZIP
1	402AA135C	DAIER	2003	CONCORDE	FC0334	BUS GROUP INC				
2	402AA135C	CLASSIC CHEVROLET	2003	CONCORDE	FC0332	PRESTITRAN VILLAGE NORTH				
3	402AA135C	A 7 BUS	2003	CONCORDE	FC0334	A 7 BUS				
4	402AA135C	ATLANTIC BUS SALES	2004	CONCORDE	FC0332	ATLANTIC BUS SALES				
5	402AA135C	BUS GROUP INC	2003	CONCORDE	FC0332	BUS GROUP INC				
6	402AA135C	ATLANTIC BUS SALES	2005	CONCORDE	FC0334	ATLANTIC BUS SALES				
7	402AA135C	ATLANTIC BUS SALES	2005	CONCORDE	FC0334	ATLANTIC BUS SALES				
8	402AA135C	STREET	2003	CONCORDE	FC0334	ILIMOS BUS				
9	402AA135C	BUS GROUP INC	2003	CONCORDE	FC0332	SENAITIDE LIVERY INC				
10	402AA135C	INDY BUS BUY SELL	2003	CONCORDE	FC0334	CHICAGO ENTERTAINMENT TOURS				
11	402AA135C	INDY BUS BUY SELL	2004	CONCORDE	FC0334	CHICAGO ENTERTAINMENT TOURS				
12	402AA135C	HUNTLEIGH BUS	2005	CONCORDE	FC0334	OF JEFFERSON - CENTRAL MAINTENANCE				
13	402AA135C	HUNTLEIGH BUS	2005	CONCORDE	FC0334	OF JEFFERSON - CENTRAL MAINTENANCE				
14	402AA135C	HUNTLEIGH BUS	2005	CONCORDE	FC0334	OF JEFFERSON - CENTRAL MAINTENANCE				
15	402AA135C	HUNTLEIGH BUS	2005	CONCORDE	FC0334	OF JEFFERSON - CENTRAL MAINTENANCE				
16	402AA135C	HUNTLEIGH BUS	2005	CONCORDE	FC0334	OF JEFFERSON - CENTRAL MAINTENANCE				
17	402AA135C	ATLANTIC BUS SALES	2003	CONCORDE	FC0334	ACT II TRANSPORTATION				
18	402AA135C	ATLANTIC BUS & VAN	2003	CONCORDE	FC0338	ADMIRAL LIMO				
19	402AA135C	ATLANTIC BUS SALES	2003	CONCORDE	FC0334	ALABAMA LIMOUSINE INC				
20	402AA135C	BUS GROUP INC	2005	CONCORDE	FC0334	IN EXPRESS BUSINESS FINANCE/ELC				
21	402AA135C	ATLANTIC BUS SALES	2006	CONCORDE	FC0331	AMERICAN LUXURY LIMOUSINE				
22	402AA135C	BUS GROUP INC	2006	CONCORDE	FC0331	AMERICAN LUXURY LIMOUSINE				
23	402AA135C	BUS GROUP INC	2006	CONCORDE	FC0331	AMERICAN LUXURY LIMOUSINE				
24	402AA135C	BUS GROUP INC	2003	CONCORDE	FC0331	AMERICAN LUXURY LIMOUSINE				
25	402AA135C	BUS GROUP INC	2003	CONCORDE	FC0331	AMERICAN LUXURY LIMOUSINE				
26	402AA135C	BUS GROUP INC	2003	CONCORDE	FC0331	AMERICAN LUXURY LIMOUSINE				
27	402AA135C	ATLANTIC BUS SALES	2004	CONCORDE	FC0332	ATED TRANSPORTATION OF FLORIDA				
28	402AA135C	Robur Bus	2004	CONCORDE	FC0334	ASTRA LEASE ASSOCIATES INC				
29	402AA135C	CARPENTER BUS	2006	CONCORDE	FC0334	ASIRO TRAVEL AND TOURS INC				
30	402AA135C	ATLANTIC BUS SALES	2005	CONCORDE	FC0332	BEL AIR LIMOUSINE				
31	402AA135C	CARPENTER BUS	2003	CONCORDE	FC0334	CALVARY BAPTIST CHURCH				
32	402AA135C	CARPENTER BUS	2003	CONCORDE	FC0334	CALVARY BAPTIST CHURCH				
33	402AA135C	HOLLAND BUS	2003	CONCORDE	FC0334	CENTRAL WESLEYAN CHURCH				
34	402AA135C	INDY BUS BUY SELL	2005	CONCORDE	FC0334	CHICAGO ENTERTAINMENT				
35	402AA135C	ILIMOS BUS & VAN	2003	CONCORDE	FC0334	CHICAGO ENTERTAINMENT TOURS				
36	402AA135C	HUNTLEIGH BUS	2003	CONCORDE	FC0332	CITY OF BERKINGTON				
37	402AA135C	HUNTLEIGH BUS	2003	CONCORDE	FC0334	CLEVELAND CLINIC				
38	402AA135C	HUNTLEIGH BUS	2003	CONCORDE	FC0334	CLEVELAND CLINIC				
39	402AA135C	CARPENTER BUS	2004	CONCORDE	FC0334	COLUMBIAN BAPTIST CHURCH				
40	402AA135C	BUS GROUP	2003	CONCORDE	FC0338	DI SHUTTE & TOURS SERVICE				
41	402AA135C	CHARLOTTE BUS	2004	CONCORDE	FC0334	DRAVONVILLE BAPTIST CHURCH				
42	402AA135C	BUS GROUP INC	2006	CONCORDE	FC0331	DREAM LIMOUSINES LLC				
43	402AA135C	D & J BUS SALES	2004	CONCORDE	FC0334	ELITE COACH				
44	402AA135C	CARPENTER BUS	2006	CONCORDE	FC0334	FIRST BAPTIST CHURCH				
45	402AA135C	CARPENTER BUS	2005	CONCORDE	FC0334	FIRST BAPTIST CHURCH				
46	402AA135C	CHARLOTTE BUS	2003	CONCORDE	FC0334	FREEDOM BAPTIST CHURCH				
47	402AA135C	TRANSIT PLUS	2005	CONCORDE	FC0332	EGHILINER TRUCK OF SOUTH FLORIDA				
48	402AA135C	ATLANTIC TRANSPORTATION	2006	CONCORDE	FC0130	GEORGETOWN UNIVERSITY				
49	402AA135C	ATLANTIC TRANSPORTATION	2006	CONCORDE	FC0130	GEORGETOWN UNIVERSITY				
50	402AA135C	ATLANTIC TRANSPORTATION	2006	CONCORDE	FC0130	GEORGETOWN UNIVERSITY				
51	402AA135C	CARPENTER BUS	2005	CONCORDE	FC0334	GULFSTREAM SPRINGS BAPTIST CHURCH				
52	402AA135C	CARPENTER BUS	2004	CONCORDE	FC0334	GLEN MEADOWS BAPTIST CHURCH				
53	402AA135C	INTERNATIONAL BUS GROUP	2003	CONCORDE	FC0334	HAZELHURST BAPTIST CHURCH				
54	402AA135C	ATLANTIC BUS SALES	2005	CONCORDE	FC0332	INTEGRATED VEHICLE LEASING INC				
55	402AA135C	BUS GROUP INC	2005	CONCORDE	FC0332	KRAFT COACHES INC				
56	402AA135C	BUS GROUP INC	2005	CONCORDE	FC0332	TIME LIFE COACH WORKS				
57	402AA135C	BUS GROUP INC	2006	CONCORDE	FC0332	TIME LIFE COACH WORKS				
58	402AA135C	BUS GROUP INC	2005	CONCORDE	FC0332	TIME LIFE COACH WORKS				
59	402AA135C	BUS GROUP INC	2005	CONCORDE	FC0334	LINCOLN LIVERY				
60	402AA135C	ACROTI COACHWORKS	2003	CONCORDE	FC0334	LINCOLN COUNTY				
61	402AA135C	ATLANTIC BUS SALES	2005	CONCORDE	FC0332	MAKING MOORS				
62	402AA135C	TRANSIT PLUS	2003	CONCORDE	FC0334	MONACHAN BAPTIST CHURCH				
63	402AA135C	D & J BUS SALES	2005	CONCORDE	FC0332	MONACHAN BAPTIST CHURCH				

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