

Subject: Airliner Rear Suspension Bolts

Models Affected: Specific Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2 school buses) with Airliner rear suspensions manufactured June 1, 2007, through October 15, 2009.

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 10,000 vehicles involved in this campaign.

Some vehicles may have airliner rear suspension bolts that were not torqued to specification. Under-torqued bolts may become loose and potentially fall out. Loose or missing bolts may cause the rear suspension to become misaligned, potentially causing a vehicle crash without prior warning.

The bolt torque will be inspected and re-torqued if necessary. Any missing bolts will be replaced.

REVISIONS: 1) The bulletin was published with errors. The correct information is as follows: FL567A involves the **control rod bolts**. FL567B involves the **spring hanger bolts**. FL567C involves **both the control rod bolts and the spring hanger bolts**. **The revised version of the bulletin correct** 2) The original version of the bulletin shows the total number of vehicles included in the campaign as approximately 7,000 vehicles. The correct number of vehicles in the campaign is approximately 10,000 vehicles. The revised version of the bulletin reflects the correct number of vehicles included in the campaign. 3) An error occurred where vehicles in FL567C showed up in all three groups of the campaign (FL567A, FL567B, and FL567C). The error has been corrected. Those vehicles are only involved in FL567C and only FL567C claims should be filed for these vehicles.

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 parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL567, 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.

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Table 1 - Replacement Parts for FL567

Campaign Number	Part Description	Part Number	Qty.	Suggested Wholesale*
FL567AC Only order these parts if the control rod bolt(s) and/or shims have fallen out. Order quantities as needed.	Screw-Cap, Hex 5/8-11X4.00	23-11755-400	As needed	\$4.68 U.S. \$4.91 CAN
	Screw-Cap, Hex 5/8-11X5.00	23-11755-500	As needed	\$8.98 U.S. \$9.43 CAN
	Screw-Cap, Hex 5/8-11X5.50	23-11755-550	As needed	\$11.43 U.S. \$12.00 CAN
	Washer-hrdn, 0.69X1.31X.177, ZN	23-09114-000	As needed	\$1.24 U.S. \$1.30 CAN
	Nut-hex, pt, 5/8-11, ZC, I559	23-13179-110	As needed	\$1.16 U.S. \$1.22 CAN
FL567BC Only order these parts if the spring hanger bolt(s) and/or shims have fallen out. Order quantities as needed.	Screw-Cap, Hex, 3/4-10, GR8, ZN	23-11757-500	As needed	\$7.23 U.S. \$7.59 CAN
	Nut-Hex, PT, 3/4-10, C.CD, ZN	23-13175-112	As needed	\$3.09 U.S. \$3.24 CAN
	Washer-hrdn, 0.81X1.47X. 177, ZN	23-09114-004	As needed	\$1.05 U.S. \$1.10 CAN
	Shim-Axle Align, FASII	MBT A6813281384	As needed	\$2.41 U.S. \$2.53 CAN
	Shim-Axle Align, FASSII, Thin	MBT A6813282184	As needed	\$1.66 U.S. \$1.74 CAN

* 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

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL567A	Check for proper torque of control rod bolts, tighten if necessary	0.2	996-0801A	000-Inspected
FL567A	Install missing control rod bolts or shims	0.3	996-0801B	000-Modifiedx
FL567B	Check for proper torque of spring hanger bolts, tighten if necessary	0.2	996-0801A	000-Inspected
FL567B	Install missing spring hanger bolts or shims	0.3	996-0801B	000-Modifiedx
FL567C	Check for proper torque of control rod bolts and spring hanger bolts, tighten if necessary	0.6	996-0801C	000-Inspected
FL567C	Install missing control rod bolts or shims and missing spring hanger bolts or shims	0.3	996-0801D	000-Modifiedx
FL567BC	Align rear axle if shims were missing on both sides of the vehicle (for missing spring hanger bolts only)	0.5	996-0801E	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 (**FL567A, FL567B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL567-000**.
- In the Parts field, enter the appropriate part 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 0.3 hours.
- **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](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

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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.

Copy of Letter to Owner

Subject: Airliner Rear Suspension Bolts

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 B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2 school buses) with Airliner rear suspensions manufactured June 1, 2007, through October 15, 2009.

Some vehicles may have airliner rear suspension bolts that were not torqued to specification. Under-torqued bolts may become loose and potentially fall out. Loose or missing bolts may cause the rear suspension to become misaligned, potentially causing a vehicle crash without prior warning.

The bolt torque will be inspected and re-torqued if necessary. Any missing bolts 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 or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL567A-C**. The Recall may take up to 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 **FL567A-C**.

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, 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

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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 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.

Work Instructions

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Inspection and Re-torquing Procedure

1. Check the base label (Form WAR259) for a completion sticker for campaign FL567 (Form WAR260) indicating this work has been done. On school buses, the base label is usually located over the driver's window. If a completion sticker for this campaign is present, no further work is needed. If a completion sticker is not present, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, apply the parking brake, and chock the tires.
3. For vehicles in FL567A, check the control rod bolts (at both ends) for proper torque of 98 to 128 lbf-ft (133 to 169 N·m). Re-torque any loose bolts.
4. For vehicles in FL567B, check the spring hanger bolts for proper torque of 175 to 221 lbf-ft (237 to 300 N·m). Re-torque any loose bolts.
5. For vehicles in FL567C, check both sets of bolts for proper torque. Re-torque any loose bolts.
6. If all the bolts are present and tightened to the proper specification, no further work needs to be done. Clean a spot on the base label, and write recall number FL567 on a blank, red completion sticker and attach it to the base label.

If any bolts are missing, go to "Bolt Replacement."

NOTE: It is possible for the spacers and/or nut to be lost and the bolt to remain in place. In this case, the bolt may be used again provided that it has not been damaged.

Bolt Replacement

IMPORTANT: When replacing any component of the suspension hanger bolt assembly, tighten the nut to the correct torque, **not** the head of the bolt.

1. For vehicles in FL567A or FL567C with missing control rod bolts, replace the missing and/or damaged parts. See **Fig. 1**. Tighten the bolts 98 to 128 lbf-ft (133 to 169 N·m).
2. For vehicles in FL567B or FL567C with missing spring hanger bolts, replace the missing and/or damaged parts. Tighten 175 to 221 lbf-ft (237 to 300 N·m). See **Fig. 2**.
3. If both sets of spacers fell out on either side of the vehicle, perform a rear-end alignment.

NOTE: A rear-end alignment is **not** necessary for any missing spacers related to the control rod bolts.

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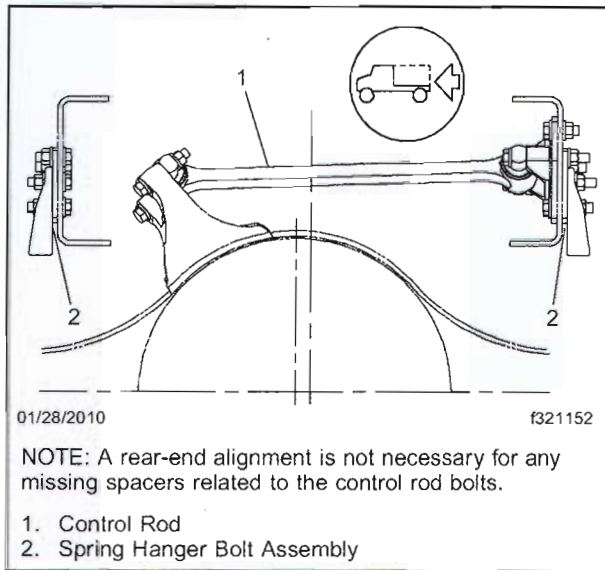


Fig. 1, Rear Axle

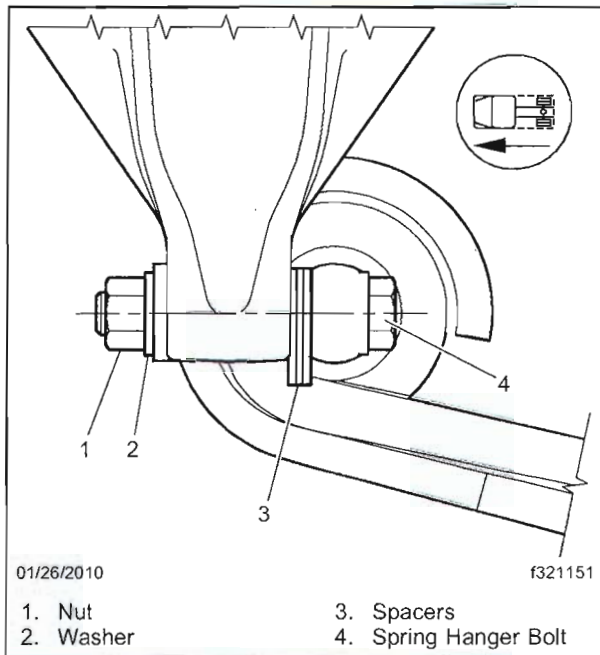


Fig. 2, Spring Hanger Bolt Assembly

NOTE: When both sets of spacers have fallen out on the same side of the vehicle, a rear-end alignment is the only way to determine the correct number of spacers needed.

A rear-end alignment should **not** be needed if only one spacer or one set of spacers on a given side has fallen out.

4. Clean a spot on the base label, and write recall number FL567 on a blank, red completion sticker and attach it to the base label.