

Daimler Trucks North America LLC

Daimler Trucks North America LLC
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January 2010
FL513A-Y
NHTSA #07V-403

Subject: Rack and Pinion Steering – Steering Stops

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 Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Cascadia, Century Class S/T, and Columbia vehicles manufactured November 1, 2004, through September 26, 2007, with rack and pinion steering. (Note: One Freightliner Classic XL vehicle and one Freightliner Coronado vehicle are also involved in this recall.)

The ball and socket assembly at the inner end of the driver's side tie rod may be damaged in a sharp turn. Excessive tie rod angles may loosen the tie rod in the ball socket or damage the threaded tie rod socket attachment to the steering rack. The threaded end of the ball and socket assembly may fracture and separate, making the vehicle more difficult to control at higher speeds and resulting in a possible vehicle crash.

The front axle steering stops will be changed to prevent interference with the tie rod ball and socket assembly, and steering components will be replaced.

Parts are now available for authorized dealers to order. **IMPORTANT:** Advance arrangements are required. Contact your authorized dealer to order parts for your vehicle. Parts must be available at the dealership prior to taking your vehicle in for the repair. 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 **FL513A-Y**. Once parts are received at the dealership, the recall will take approximately three to six hours, depending on the work needed, 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 **FL513A-YB**.

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 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.