

**Daimler Trucks
North America LLC****Recall Campaign**February 2010
FL566A
NHTSA #09V-452**Subject: Sterling 360 Air Intake Duct Cushions****Models Affected: Specific Sterling 360 vehicles manufactured
January 25, 2006, through November 30, 2008.****General Information**

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Sterling Truck Corporation, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 2,800 vehicles involved in this campaign.

The weather resistance properties of certain engine air intake duct rubber cushions is insufficient. During normal vehicle operation, the cushions may deteriorate and crack, causing abnormal noise. In the worst case, all of the rubber cushions could crack and break, allowing the air intake duct to separate from the vehicle, resulting in a possible road hazard or vehicle crash.

The rubber engine air intake duct cushions will be replaced with more robust cushions.

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 FL566A, 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 FL566A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL566A	25-FL566-000	MBF EX54A Replacement Cushion Kit	ME423188, Cushion, Duct Upper	1 ea	\$17.03 U.S. \$17.88 CAN
			ME423189, Cushion, Duct Support	1 ea	
			ME423190, Cushion, Duct Support	1 ea	
			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

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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
FL566AY	Replace air intake duct cushions.	0.5	996-0797A	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 (**FL566A**).
- In the Primary Failed Part Number field, enter **25-FL566-000**.
- 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 0.3 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 from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / Submit an Inquiry, at (800) 547-0712, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

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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. 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.

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Work Instructions

Subject: Sterling 360 Air Intake Duct Cushions

Models Affected: Specific Sterling 360 vehicles manufactured
January 25, 2006, through November 30, 2008.

Air Intake Duct cushion Replacement

1. Check the base label (Form WAR259) for a completion sticker for campaign FL566 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. 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.

NOTE: A ladder is required for this procedure.

2. Turn off the engine, apply the parking brakes, and chock the tires.
3. For vehicles with a manual transmission, place the shift lever in neutral. For vehicles with an automatic transmission, place the shift lever in park.

NOTICE

Before tilting the cab, remove or secure all loose items inside the cab. Loose items left in the cab could fall and break the windshield or other equipment.

4. Tilt the cab.
5. Remove the air intake duct top mounting fasteners. See Fig. 1.
6. Remove the side cushion-to-mounting bracket fasteners and remove the air intake duct. Do not remove the air intake duct mounting bracket on the back of the cab.
7. Remove and discard the top cushion.
8. Remove and discard the side cushions from the air intake duct.
9. Install a new top cushion on the back of the cab.
10. Install two new side cushions on the air intake duct.
11. Mount the air intake duct on the mounting bracket. Install and tighten the side cushion-to-mounting bracket fasteners.

NOTICE

Hold the cab tilt grip when lowering the cab. Holding the secondary release lever when lowering the cab could result in damage to the tilt mechanism.

12. Lower the cab.
13. Turn the ignition on and ensure that the cab tilt warning does not illuminate.
14. Clean a spot on the base label (Form WAR259) and attach a completion sticker for FL566 (Form WAR260) to the base label.

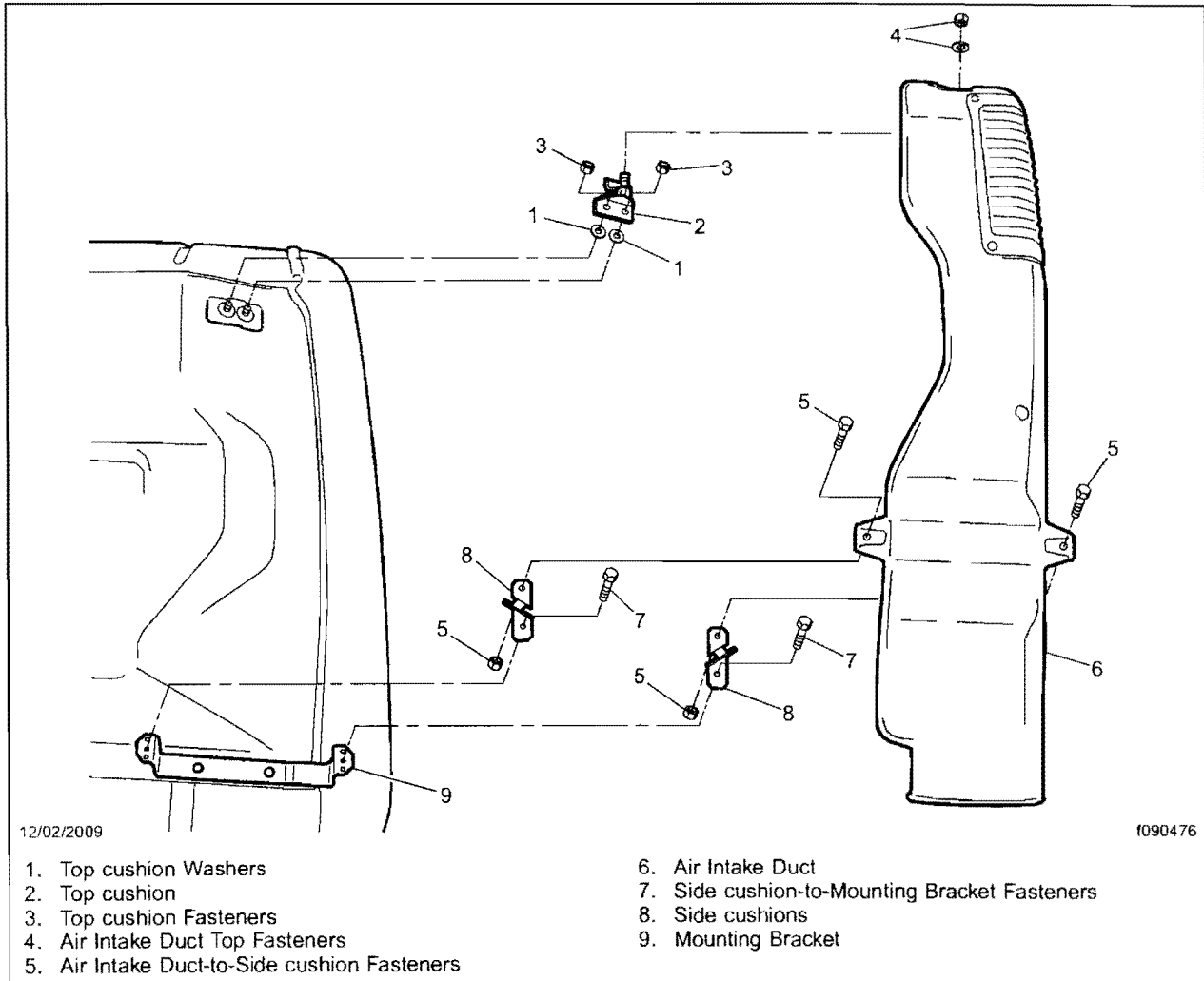


Fig. 1, Air Intake Duct Removal