

# DAIMLER

Daimler Trucks North America  
Nasser Zamani  
Senior Manager  
Compliance and Regulatory Affairs

September 25, 2012

Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS-215, Rm. W45-206)  
1200 New Jersey Avenue S.E.  
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 3  
09V-452, FL-566, Sterling 360 Air Intake Duct Cushions  
Owner Re-notification**

Ms. Lewis:

In accordance with Part 573.6(c)(10) of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and a representative copy of the document distributed to owners.

- (c)(3) Owners of 884, vehicles were notified September 21, 2012.
- (c)(10) Copy of Communications sent to Owners and Dealers is attached.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA  
Enclosure

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

# Daimler Trucks North America LLC

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September 2012  
FL566A  
NHTSA #09V-452  
REMINDER NOTICE

## Subject: Sterling 360 Air Intake Duct Cushions

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

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Sterling Truck Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Sterling 360 vehicles manufactured January 25, 2006, through November 30, 2008. .

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.

**This is a follow up to a previous communication. Our records indicate that your vehicle has not yet had this recall performed. Please make arrangements to have this repair done as soon as possible. If it has been completed, please disregard this letter.**

Please contact an authorized Daimler Trucks North America dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). The Recall will take approximately an hour and will be performed at no charge to you.

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 questions about this Recall, 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](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) FTL-HELP after normal business hours. 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, you may 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>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure