

# DAIMLER

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

December 21, 2010

Dan Smith  
Associate Administrator for Vehicle Safety  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 2  
10V-321 School Bus, FL-582, 10V-322 Non School Bus  
TRW IGEN 3 Steering Shaft Welds**

Mr. Smith,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers and purchasers.

- (c)(3) Total number of vehicles potentially affected: 8,846
- (c) (8)(ii) Dealer and distributor notification: Began and ended December 17, 2010  
Owner notification: Will begin and end by December 31, 2010
- (c) (10) Copies of Communications sent to dealers is attached. Representative copies of Owners' letters will be submitted upon notification.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Michael Mason, CAL-OSHA  
Attachment

A Daimler Company

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

## Subject: TRW IGEN 3 Steering Shaft Welds

**Models Affected:** Specific Freightliner Business Class M2 vehicles, Sterling A/L-Line and Acterra vehicles, and Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2 school buses) manufactured September 9, 2008, through April 20, 2009, with certain TRW steering shafts.

### General Information

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

There are approximately 12,000 vehicles involved in this campaign.

A weld on certain TRW IGEN 3 steering shafts that secures the spline tube to the intermediate tube may be mislocated (i.e., not fully cover the seam created when the tubes are pressed together). An improperly located weld bead has the potential to reduce the ultimate torsional and axial load capacity of the joint below acceptable levels. A failed steering shaft could cause loss of vehicle control and result in a possible vehicle crash.

The welds will be inspected. If the weld is found to be improperly located, the steering shaft will be replaced. It is estimated that 3 percent or fewer steering shafts will require replacement.

### 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.

### Important Parts Information

- It is estimated that 3 percent or fewer steering shafts will require replacement. When needed, freight charges may be included on recall claims with authorization. Submit a Campaign PreApproval inquiry with the freight invoice attached. When replacing a steering shaft assembly, the steering pinch bolts and nuts may be claimed without additional authorization, See **Table 2**.
- TRW shipped the weld inspection gauges directly to dealerships as part of earlier Recall FL554. Please use the same gauge for this Recall. If there are any questions about the gauge or a replacement is needed, contact TRW at email address [col194.campaign@TRW.com](mailto:col194.campaign@TRW.com). Please include "DTNA Recall FL582" in the subject line.

If our records show your dealership has ordered any vehicles involved in campaign number FL582A-U, a list of the customers and vehicle identification numbers will be available on [AccessFreightliner.com](http://AccessFreightliner.com). Please refer to this list when ordering parts for this recall.

# Recall Campaign

Daimler Trucks  
North America LLC

December 2010  
FL582A-U  
NHTSA #10V-322  
NHTSA #10V-321 (School Buses)

Table 1 - Replacement Parts for FL582

**NOTE:** Install a steering shaft assembly only when a weld fails the inspection. Three percent or fewer vehicles are expected to have suspect welds. Completion stickers will not be included in kits, use blank red completion stickers (Form WAR260) and write in FL582.

25-FL582-000 through 25-FL582-019

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL582A and U	25-FL582-000	KIT, TRW STEERIG SHAFT	14-17013-007	1 ea	\$179.11 U.S. \$182.69 CAN
FL582B	25-FL582-001	KIT, TRW STEERIG SHAFT	14-17014-002	1 ea	\$191.87 U.S. \$195.71 CAN
FL582C	25-FL582-002	KIT, TRW STEERIG SHAFT	14-17014-005	1 ea	\$179.11 U.S. \$182.69 CAN
FL582D	25-FL582-003	KIT, TRW STEERIG SHAFT	14-17786-000	1 ea	\$178.05 U.S. \$181.61 CAN
FL582E	25-FL582-004	KIT, TRW STEERIG SHAFT	14-17013-009	1 ea	\$178.05 U.S. \$182.69 CAN
FL582F	25-FL582-005	KIT, TRW STEERIG SHAFT	14-17014-009	1 ea	\$317.15 U.S. \$323.49 CAN
FL582G	25-FL582-006	KIT, TRW STEERIG SHAFT	14-17013-006	1 ea	\$179.74 U.S. \$183.33 CAN
FL582H	25-FL582-007	KIT, TRW STEERIG SHAFT	14-17014-012	1 ea	\$320.32 U.S. \$326.73 CAN
FL582I	25-FL582-008	KIT, TRW STEERIG SHAFT	14-17014-011	1 ea	\$326.33 U.S. \$332.86 CAN
FL582J	25-FL582-009	KIT, TRW STEERIG SHAFT	14-17014-008	1 ea	\$179.11 U.S. \$182.69 CAN
FL582K	<b>25-FL582-010</b>	KIT, TRW STEERIG SHAFT	14-17013-008	1 ea	\$179.11 U.S. \$182.69 CAN
FL582L	25-FL582-011	KIT, TRW STEERIG SHAFT	14-17014-015	1 ea	\$328.81 U.S. \$335.39 CAN
FL582M	25-FL582-012	KIT, TRW STEERIG SHAFT	14-17014-019	1 ea	\$179.11 U.S. \$182.69 CAN
FL582N	25-FL582-013	KIT, TRW STEERIG SHAFT	14-17014-016	1 ea	\$321.30 U.S. \$327.73 CAN
FL582O	25-FL582-014	KIT, TRW STEERIG SHAFT	14-17014-010	1 ea	\$319.21 U.S. \$325.59 CAN
FL582P	25-FL582-015	KIT, TRW STEERIG SHAFT	14-17013-001	1 ea	\$325.07 U.S. \$331.57 CAN
FL582Q	25-FL582-016	KIT, TRW STEERIG SHAFT	14-17786-001	1 ea	\$179.11 U.S. \$182.69 CAN
FL582R	25-FL582-017	<b>KIT, TRW STEERIG SHAFT</b>	14-17014-000	1 ea	\$326.07 U.S. \$332.59 CAN
FL582S	25-FL582-018	KIT, TRW STEERIG SHAFT	14-17014-001	1 ea	\$335.19 U.S. \$341.89 CAN
FL582T	25-FL582-019	KIT, TRW STEERIG SHAFT	14-17013-000	1 ea	\$324.37 U.S. \$330.86 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

**Table 2 - Replacement Parts for FL582A-U**

**NOTE:** The pinch bolts and nuts are needed only when a steering shaft assembly is replaced.

**Steering Pinch Bolt and Nut**

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Vehicle	Suggested Wholesale*
FL582A-U	N/A	BOLT-PINCH,STRG UJOI	14-15639-000	2 ea	\$3.49 U.S. \$3.56 CAN
		NUT-HEX,PREVAILING T	14-15640-000	2 ea	\$.95 U.S. \$.97 CAN

\* Please charge all Direct Warranty Customers the above-listed price for these parts, as they are authorized to perform their own Recalls.

**Table 2**

## Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

## Labor Allowance

**Table 3 - Labor Allowance**

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL582A-U	Inspect steering shaft weld	0.2	996-0821A	000-Inspected
	Inspect steering shaft weld and replace steering shaft assembly	0.4	996-0821B	000-Modifiedx

**Table 3**

**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 (e.g. **FL582A, FL582B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL582-000**.
- In the Parts field, enter the appropriate kit numbers or part numbers as shown in the Replacement Parts Tables. **IMPORTANT:** It is estimated that 3 percent or fewer steering shafts will require replacement. When replacing a steering shaft assembly, the steering pinch bolts and nuts may be claimed without additional authorization. If needed, freight charges may be included on recall claims with authorization. Submit a Campaign PreApproval inquiry with the freight invoice attached. TRW shipped the weld inspection gauges directly to dealerships as part of earlier Recall FL554. Please use the same gauge for this Recall. If there are any questions about the gauge or a replacement is needed, contact TRW at email address [col194.campaign@TRW.com](mailto:col194.campaign@TRW.com). Please include "DTNA Recall FL582" in the subject line.

# Recall Campaign

Daimler Trucks  
North America LLC

December 2010

FL582A-U

NHTSA #10V-322

NHTSA #10V-321 (School Buses)

- 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.
- In the Comments field, list the intermediate shaft part number and the date code.
- For OWL, the VMRS Component Code is 015-003-005.
- **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 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.

December 2010  
FL582A-U  
NHTSA #10V-322  
NHTSA #10V-321 (School Buses)

## Copy of Letter to Owner

### Subject: TRW IGEN 3 Steering Shaft Welds

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, and its wholly owned subsidiaries, Sterling Truck Corporation and Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Business Class M2 vehicles, Sterling A/L-Line and Acterra vehicles, and Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2 school buses) manufactured September 9, 2008, through April 20, 2009, with certain TRW steering shafts.

A weld on certain TRW IGEN 3 steering shafts that secures the spline tube to the intermediate tube may be mislocated (i.e., not fully cover the seam created when the tubes are pressed together). An improperly located weld bead has the potential to reduce the ultimate torsional and axial load capacity of the joint below acceptable levels. A failed steering shaft could cause loss of vehicle control and result in a possible vehicle crash.

The welds will be inspected. If the weld is found to be improperly located, the steering shaft 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](http://www.FreightlinerTrucks.com) or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL582A-U**. Once kit(s) are received at the dealership, the Recall will take up to approximately an hour, depending on the work needed, and will be performed at no charge to you. Please note, the need to replace a steering shaft cannot be determined until your vehicle is inspected at the dealership, and parts may need to be ordered at that time.

**IMPORTANT:** When the Recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL582**.

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](mailto: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

# Recall Campaign

Daimler Trucks  
North America LLC

December 2010  
FL582A-U  
NHTSA #10V-322  
NHTSA #10V-321 (School Buses)

## 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

### Subject: TRW IGEN 3 Steering Shaft Welds

**Models Affected:** Specific Freightliner Business Class M2 vehicles, Sterling A/L-Line and Acterra vehicles, and Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2 school buses) manufactured September 9, 2008, through April 20, 2009, with certain TRW steering shafts.

**IMPORTANT:** It is estimated that 3 percent or fewer steering shafts will require replacement. If needed, freight charges may be included on recall claims with authorization. Submit a Campaign PreApproval inquiry with the freight invoice attached.

**NOTE:** On the RO and in the Comments field of the recall claim, list the intermediate shaft part number and the date code. Use blank completion stickers for this campaign (Form WAR260). Most vehicles will not use a kit and stickers are not being included in the kits.

### Weld Inspection

**NOTE:** TRW shipped the weld inspection gauges directly to dealerships as part of earlier Recall FL554. Please use the same gauge for this Recall. If there are any questions about the gauge or a replacement is needed, contact TRW at email address [col194.campaign@TRW.com](mailto:col194.campaign@TRW.com). Please include "DTNA Recall FL582" in the subject line.

1. Inspect the base label (Form WAR259) for a completion sticker for FL582 (Form WAR260) indicating this work has been done. On trucks the base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. On school bus chassis, the base label is usually located above the driver's side window or in the driver's area. If a completion sticker for FL582 is present, no work is needed. If a sticker is not present, go to the next step.
2. Park the vehicle on a level surface, shut down the engine, apply the parking brake, and chock the tires.
3. Identify the intermediate steering shaft part number and date code, which are located on the intermediate shaft. See **Fig. 1**. An example of an intermediate shaft part number and date code is 418023-1 7130.

Columns requiring inspection are listed in **Table 4**, and have date codes of 7130 through 9110.

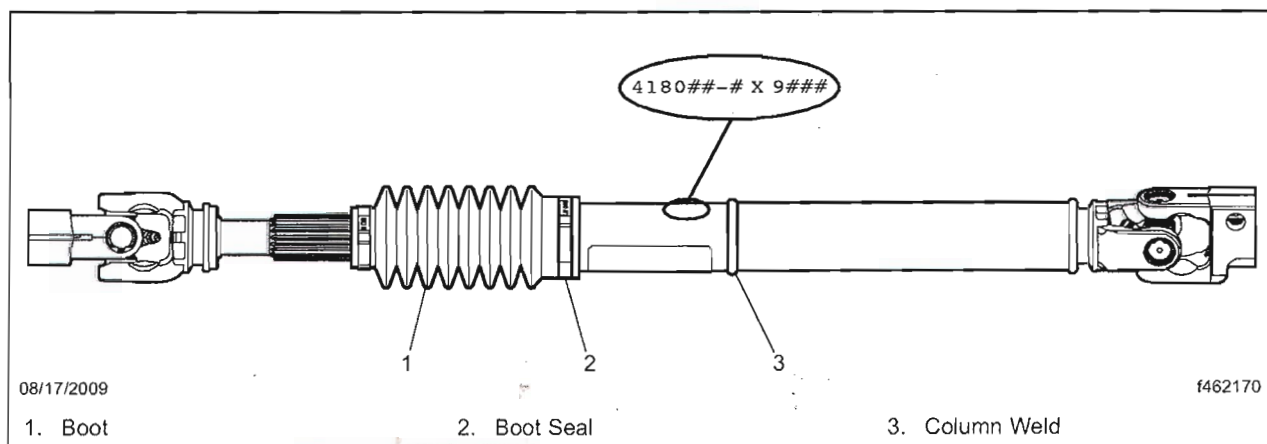


Fig. 1, TRW IGEN 3 Intermediate Shaft Part Number Location

# Recall Campaign

Daimler Trucks  
North America LLC

December 2010  
FL582A-U  
NHTSA #10V-322  
NHTSA #10V-321 (School Buses)

TRW Intermediate Shaft Part Numbers	
Part Numbers	Weld Inspection Gauge Part Number
418001-1	IF-35029 DET.3 REV.D (Shipped directly to dealers by TRW.)
418001-2	
418001-3	
418001-4	
418001-5	
418001-6	
418001-7	
418001-10	
418001-11	
418001-12	
418013	
418023-1	
418023-2	
418023-3	
418023-4	
418024-1	
418024-2	
418024-3	
418026	
418028	
418029	
418057	

Table 4, TRW Part Numbers

4. If the intermediate shaft is not an IGEN 3 model (as shown in **Fig. 1**), no further action is necessary.  
 If the part number on the IGEN 3 intermediate shaft does not match one of the part numbers listed in **Table 4**, no further action is necessary.  
 If the date code on the IGEN 3 intermediate shaft does not fall between 7130 and 9110 (inclusive), no further action is necessary.  
 If the date code on the IGEN 3 intermediate shaft is followed by a second code starting with 'P' (e.g., P###), no further action is necessary.  
 If any of the "no further action is necessary" statements above apply, write FL582 on a blank red completion sticker and attach it to the base label. If not, continue with the procedure.  
 If the IGEN 3 intermediate shaft has a part number listed in **Table 4** and a date code between 7130 and 9110, proceed to the next step.
5. Clean the welded area and boot seal of any dirt, oil, or debris.
6. Inspect the intermediate shaft using the TRW weld position gauge specified in **Table 4**. (The weld inspection gauge was shipped directly to dealers by TRW.) Place the end of the gauge against the base of the boot so that the gauge body covers the column part number. See **Fig. 2**.

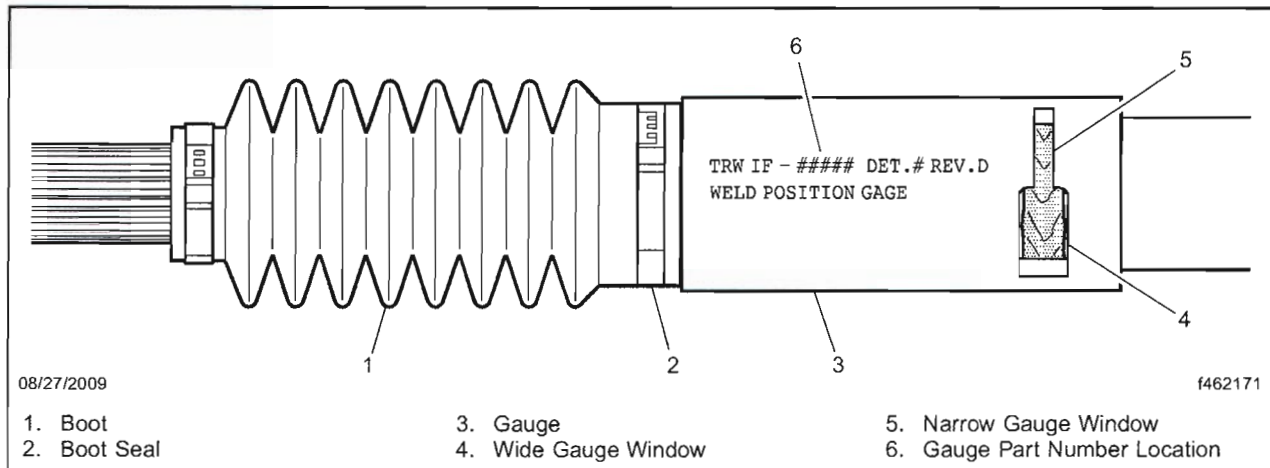


Fig. 2, TRW Weld Position Gauge Placement

NOTE: The wide window in the gauge is for visual reference only; do not use it for gauging purposes.

7. Visually inspect the full circumference of the weld seam in the narrow gauge window. See Fig. 3. Check for the following:
  - the weld bead completely fills the narrow gauge window;
  - the joint line is not visible between the two column tubes (the joining edge is covered by the weld);
  - the tube is not visible.

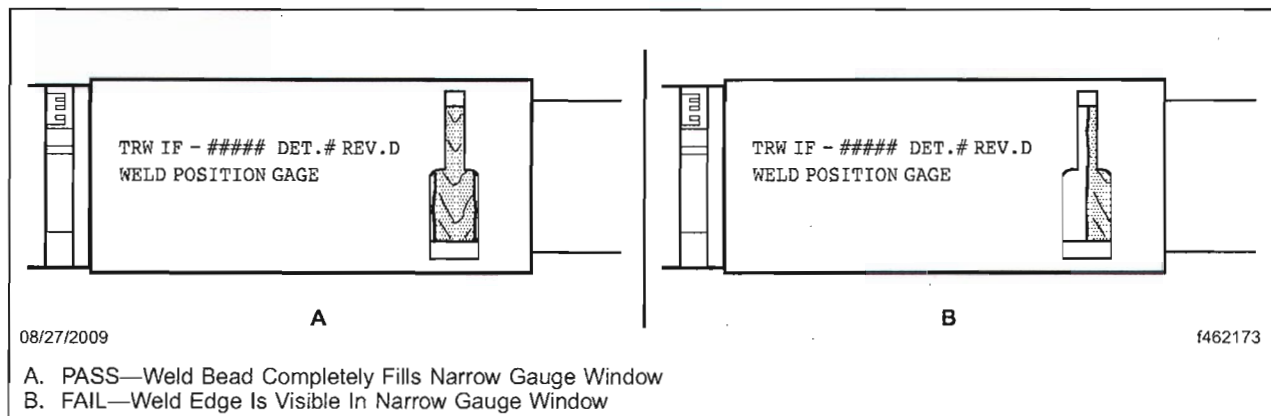


Fig. 3, Gauge Measurement

8. If the column meets all three criteria listed in the previous step, mark the column with white or yellow paint next to the part number to show that it has passed inspection. On the RO, include the intermediate shaft part number and the date code. These will be recorded on the recall claim.  
  
If the column does not meet all three criteria listed in the previous step, replace the intermediate shaft. On the RO, include the intermediate shaft part number and the date code. These will be recorded on the recall claim.
9. Clean a spot on the base label (Form WAR259), write FL582 on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate the work has been completed.

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
P.O. Box 4090  
Portland, OR 97208-4090  
800.547.0712 Phone  
503.745.9009 Fax

December 2010  
FL582A-U  
NHTSA #10V-322  
NHTSA #10V-321 (School Buses)

## Subject: TRW IGEN 3 Steering Shaft Welds

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.

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The welds will be inspected. If the weld is found to be improperly located, the steering shaft 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](http://www.FreightlinerTrucks.com) or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL582A-U**. Once kit(s) are received at the dealership, the Recall will take up to approximately an hour, depending on the work needed, and will be performed at no charge to you. Please note, the need to replace a steering shaft cannot be determined until your vehicle is inspected at the dealership, and parts may need to be ordered at that time.

**IMPORTANT:** When the Recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL582**.

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](mailto: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

## **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.