

January 2010  
FL569AB  
NHTSA #09V-461  
REVISED NOTICE

## Subject: KPPS Adjustable Brake Pedals

**Models Affected:** Specific Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2 school buses) manufactured October 6, 2004, through November 12, 2009, and XC motorhome chassis manufactured March 6, 2007, through December 11, 2009, with certain Kongsberg Power Products Systems (KPPS) adjustable brake pedals. (Please note, there are also three XB shuttle bus chassis included in this recall.)

### 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 9,000 vehicles involved in this campaign.

The adjustable brake pedal may loosen. The drive pin which secures the brake pedal arm to the balance of the assembly may become disengaged, this may cause a reduction in vehicle braking and/or cause the brake pedal to move out of position and interfere with throttle pedal function. A reduction in braking or interference with the throttle pedal could result in a vehicle crash.

A clamp assembly will be installed on the adjustable brake pedal arm, preventing it from loosening. It is expected that all vehicles need the clamp assembly installed. An inspection is included to catch any vehicles that were repaired at the factory before delivery.

**REVISIONS:** Motorhome chassis have been added as FL569B and a new kit for this group has been added. The Work Instructions have been updated to show that the C-clamp assembly comes with the top bolt pre-torqued. The procedure is the same for all 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 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 FL569A, 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.

**NOTE:** Completion stickers are not included in the kits. Please use blank completion stickers and write in the recall number, FL569.

# Recall Campaign

Daimler Trucks  
North America LLC

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Table 1 - Replacement Parts for FL569A

Campaign Number	Kit Number	Part Description	Part Number	Qty.	Suggested Wholesale*
FL569A	25-FL569-000	C-Clamp Assembly Kit - School Buses	KPPS Kit #318282	1 kit	\$ .96 U.S. \$1.01 CAN
FL569B	25-FL569-001	C-Clamp Assembly Kit - Motorhomes	KPPS Kit #318297	1 kit	\$ .96 U.S. \$1.01 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

**NOTE:** It is expected that all vehicles need the clamp assembly installed. An inspection is included to catch any vehicles that were repaired at the factory before delivery.

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL569AB	Inspect and install a C-clamp on the adjustable brake pedal	0.2	996-0798A	000-Modifiedx
	Inspect for and find C-clamp or roll pin on the adjustable brake pedal,	0.2	996-0798B	000-Inspected

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<sup>®</sup>:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL569A**).
- In the Primary Failed Part Number field, enter **25-FL569-000**.
- 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 0.4 hours for RVs or 0.3 hours for all other vehicles.
- **Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following.
  - Accept the documentation of the previous repair.

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- 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](http://AccessFreightliner.com) / Support / Submit an Inquiry, 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.