

# DAIMLER

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

July 8, 2011

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. 3  
11V-109, FL-589  
AirLiner Mono Leaf Suspension Springs**

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.

- (c)(3) Total number of vehicles potentially affected: 4,977
- (c) (8)(ii) Dealer and distributor notification: Posted July 8, 2011
- (c) (10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, 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: AirLiner Mono Leaf Suspension Springs

Models Affected: Specific Freightliner Argosy, Cascadia, and Columbia vehicles manufactured January 4, 2010, through November 30, 2010, with AirLiner Mono Leaf Suspension Springs.

### General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 5,000 vehicles involved in this campaign.

Certain vehicles may have been built with rear suspension springs that may fracture through the center bolt hole after assembly. Less than optimal springs and installation procedures for the axle clamp group at the Cleveland manufacturing plant may result in hydrogen induced or assisted cracking. If undetected, over time the rear end of the spring may separate from the vehicle, resulting in a hazardous road debris situation, increasing the risk of a crash. Less than 2 percent of springs are expected to need replacement.

The rear suspension springs will be inspected and any damaged springs will be replaced.

### 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 FL589A, 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

July 2011  
FL589A  
NHTSA #11V-109  
Transport Canada #11-075

**Table 1 - Replacement Parts for FL589**

NOTE: Less than 2 percent of springs are expected to need replacement. Use one kit for each spring replaced.

Campaign Number	Kit Number	Part Description	Part Number	Qty.	Suggested Wholesale*
FL589A	25-FL589-000	Hendrickson Left Side Spring Kit	Kit 53334 Kit Contains: • Left Leaf Spring (1 ea) • U-Bolt (2 ea) • Nut (4 ea) • Washer (4 ea)	1 Kit	\$274.27 U.S. \$271.53 CAN
	25-FL589-001	Hendrickson Right Side Spring Kit	Kit 53335 Kit Contains: • Right Leaf Spring (1 ea) • U-Bolt (2 ea) • Nut (4 ea) • Washer (4 ea)	1 Kit	\$274.27 U.S. \$271.53 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

**Table 2 - Labor Allowance**

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL589A	Inspect all springs	0.5	996-0837A	000-Inspected
	Inspect all springs and replace one spring	2.1	996-0837B	000-Modifiedx
	Inspect all springs and replace two springs	3.7	996-0837C	000-Modifiedx
	Inspect all springs and replace three springs	5.3	996-0837D	000-Modifiedx
	Inspect all springs and replace four springs	6.9	996-0837E	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 (**FL589A**).
- In the Primary Failed Part Number field, enter **25-FL589-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. Less than 2 percent of springs are expected to need replacement. Use one kit for each spring replaced.
- 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.
- For OWL, the VMRS Component Code is 016-005-002.
- **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.)
  - Submit a Campaign Pre-Approval inquiry to 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](http://AccessFreightliner.com) / Support / My Tickets and 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.

# Recall Campaign

Daimler Trucks  
North America LLC

July 2011  
FL589A  
NHTSA #11V-109  
Transport Canada #11-075

## Copy of Letter to Owner

### Subject: AirLiner Mono Leaf Suspension Springs

**For the Notice to U.S. Customers:** This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**For the Notice to Canadian Customers:** This notice is sent to you 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 Argosy, Cascadia, and Columbia vehicles manufactured January 4, 2010, through November 30, 2010, with AirLiner Mono Leaf Suspension Springs.

Certain vehicles may have been built with rear suspension springs that may fracture through the center bolt hole after assembly. Less than optimal springs and installation procedures for the axle clamp group at the Cleveland manufacturing plant may result in hydrogen induced or assisted cracking. If undetected, over time the rear end of the spring may separate from the vehicle, resulting in a hazardous road debris situation, increasing the risk of a crash.

The rear suspension springs will be inspected and any damaged springs will be replaced.

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 one to four hours, depending on the work needed, 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 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.

**For the Notice to U.S. Customers:** 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>.

**For the Notice to Canadian Customers:** 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.

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.

# Recall Campaign

Daimler Trucks  
North America LLC

July 2011  
FL589A  
NHTSA #11V-109  
Transport Canada #11-075

## Work Instructions

### Subject: AirLiner Mono Leaf Suspension Springs

Models Affected: Specific Freightliner Argosy, Cascadia, and Columbia vehicles manufactured January 4, 2010, through November 30, 2010, with AirLiner Mono Leaf Suspension Springs.

#### Spring Inspection and Replacement

IMPORTANT: Less than 2 percent of springs are expected to need replacement.

1. Check the base label (Form WAR259) for a completion sticker for FL589 (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 is present, no further work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.

#### Spring Inspection

1. Clean all road grime and grease from the surface of the rear suspension springs in the area around the U-bolts. See Fig. 1.
2. Inspect the surface of the spring between the U-bolts for cracks. Use a flashlight and an angled mirror to inspect the outside surface of the spring.
3. If cracks are visible, replace the spring using the spring replacement procedure below.

If no cracks are visible, torque the U-bolt nuts to 420 to 500 lbf-ft (571 to 680 N-m), following the sequence shown in Fig. 2.

4. Repeat the inspection of the surface of the spring.

If no cracks are visible, no further work is needed. Clean a spot on the base label (Form WAR259) and attach a completion sticker for FL589 (Form WAR260) to the base label.

If cracks are visible, replace the spring, using the spring replacement procedure below.

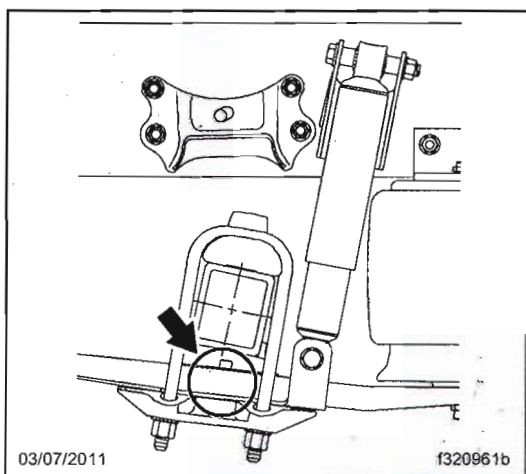


Fig. 1, Spring Inspection

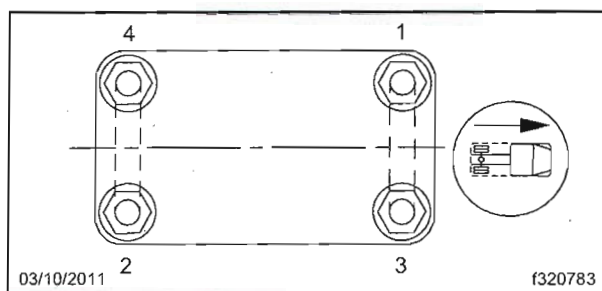


Fig. 2, Tightening Pattern for U-Bolt High Nuts

## Spring Replacement

1. Raise the rear of the vehicle, and support the rear axle(s) with safety stands. Raise the vehicle so that all weight is removed from the leaf springs, then securely support the frame with safety stands.
2. Remove the nut, bolt, and washers from the shock-absorber lower mounting bracket. See Fig. 3.
3. Note and record the direction of the arrow on the bottom of the axle clamp. Note and record the orientation of the axle seats. Remove the high nuts and flatwashers from each U-bolt, then the axle clamp. Support the leaf spring assembly with a jack.
4. Disconnect the bottom of the air spring from the leaf spring.
5. Note the number and position of the alignment shims on the spring mounting bolt.
6. Remove the hexnut, washers, alignment shim(s), spring mounting bolt, and wear-shoe clip from the spring hanger.

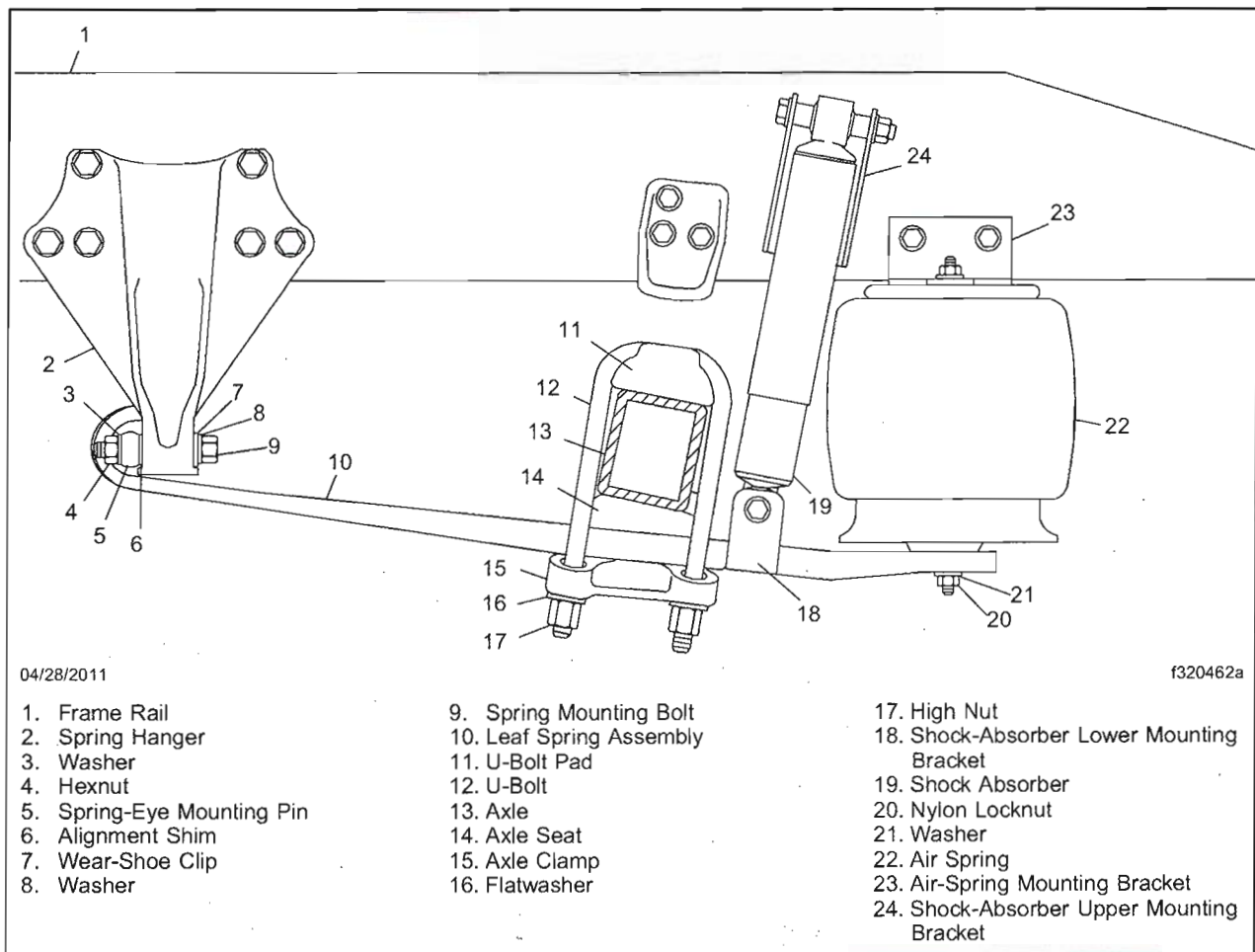


Fig. 3, AirLiner Leaf Spring Assembly

# Recall Campaign

Daimler Trucks  
North America LLC

July 2011  
FL589A  
NHTSA #11V-109  
Transport Canada #11-075

## ⚠ WARNING

The leaf spring assembly is heavy. Use care when handling it to prevent injury.

7. Remove and discard the leaf spring.
8. While supporting a new leaf spring with a jack, position the spring on the spring hanger. Install the bolts, wear-shoe clips, washers, alignment shims, and hexnuts. Tighten the bolts just enough to hold the leaf spring in place.
9. Attach the air spring to the leaf spring. Install the washer and locknut. Tighten the locknut 55 lbf-ft (75 N·m).
10. Making sure that the U-bolt pads are in place on the top of the axle and the axle seat is orientated correctly between the spring and axle housing, fasten the leaf spring to the axle using the U-bolts, axle clamp, washers, and high nuts, making sure the U-bolt pads, axle seats and axle clamps are positioned correctly. Install the axle clamps with the arrows pointing in the same direction as previously recorded.

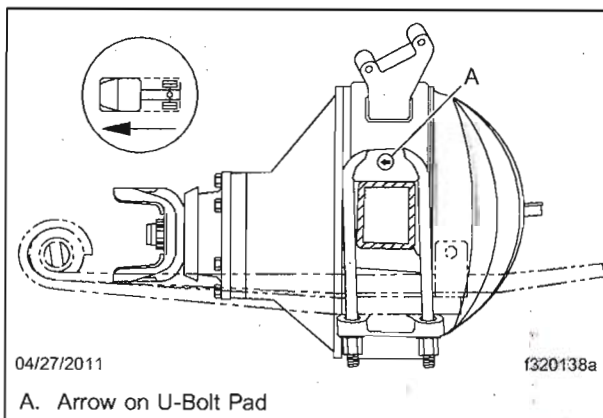
NOTE: On single drive axles angled 5 degrees, the arrow on the U-bolt pads must point to the front of the axle housing. See **Fig. 4**. On single drive axles angled 3 degrees, make sure that the axle bump-stop on the U-bolt pad is positioned toward the vehicle centerline. See **Fig. 5**.

On tandem axle suspensions, refer to **Table 3** for U-bolt pad orientation.

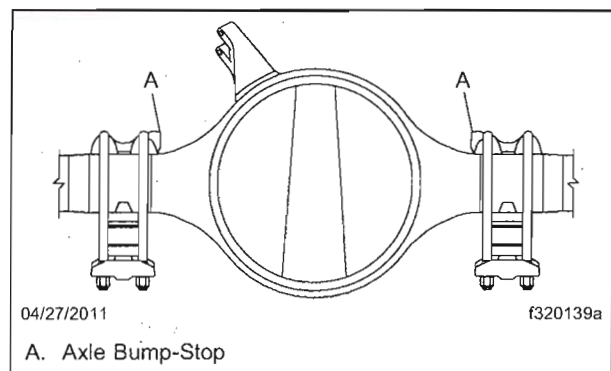
U-Bolt Pad Orientation for Axles		
Axle Designation	U-Bolt Pad Orientation	
Meritor SQ 100, SSHD	Forward Rear Axle	No arrow; axle bump-stop toward vehicle centerline.
	Rearmost Axle	No arrow; axle bump-stop toward vehicle centerline.
Meritor RT40-145, RT44-145, RT46-160	Forward Rear Axle	No arrow; axle bump-stop toward vehicle centerline.
	Rearmost Axle	Arrow toward front of vehicle.

**Table 3, U-Bolt Pad Orientation for Axles**

11. Hand-tighten the U-bolt high nuts, following the sequence shown in **Fig. 2**, then using a torque wrench, tighten them 60 lbf-ft (81 N·m). Repeating the pattern, tighten them 200 lbf-ft (271 N·m); finally, tighten to 420 to 500 lbf-ft (571 to 680 N·m).
12. Attach the shock absorber to the lower mounting bracket. Tighten the hexnut 165 lbf-ft (220 N·m).
13. Tighten the locknut on the bottom of the air spring 55 lbf-ft (75 N·m).



**Fig. 4, U-bolt Pad Arrow Positioning**



**Fig. 5, Axle Bump-Stop Positioning**

14. Tighten the hexnuts at the front of the leaf spring 170 lbf-ft (230 N·m).
15. Raise the vehicle, remove the safety stands, then lower the vehicle.
16. Check the rear axle alignment. If necessary, adjust the rear axle alignment.
17. Clean a spot on the base label (Form WAR259) and attach a completion sticker for FL589 (Form WAR260) to the base label.