

DAIMLER

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

June 6, 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. 4
10V-249, FL-580,
Sterling 360 Anti-Lock Brake Hydraulic Unit Ground Harness**

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 revised documents distributed to dealers.

- (c)(3) Total number of vehicles potentially affected: 278
- (c) (8)(ii) Dealer and distributor notification: Began and ended June 1, 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

June 2011
FL580A
NHTSA #10V-249
Transport Canada #10-187
REVISED NOTICE

Subject: Sterling 360 Anti-Lock Brake Hydraulic Unit Ground Harness Connectors

**Models Affected: Specific Sterling 360 vehicles manufactured
August 8, 2007, through July 31, 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 400 vehicles involved in this campaign.

The ground harness connector for the anti-lock brake (ABS) hydraulic unit may become corroded due to water intrusion, causing the ABS hydraulic motor to run continuously. The ABS hydraulic motor may overheat, resulting in a possible fire.

The ground sub harness will be replaced with a properly waterproofed harness. The ABS hydraulic unit, connectors, and terminals will be inspected for corrosion or damage. Those found corroded or damaged will be replaced. It is unlikely that any ABS hydraulic units will need to be replaced.

REVISION: Due to over-ordering of kit 25-FL580-002, orders for this kit will require advance authorization. Please see the Claims for Credit section for instructions.

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 FL580A, 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.

Recall Campaign

Daimler Trucks
North America LLC

June 2011
FL580A
NHTSA #10V-249
Transport Canada #10-187
REVISED NOTICE

Table 1 - Replacement Parts for FL580

NOTE: Orders for kit 25-FL580-002 require advance authorization. Please see the Claims for Credit section for instructions. One can of the ThreeBond Electrical Contact Point Rejuvenator (see the last item in **Table 1**) can be used for 10 to 20 vehicles. **Dealers may claim a maximum of one can of rejuvenator per 10 claims. Claims will be reviewed periodically and quantities in excess of this will be charged back.**

Campaign Number	Kit Number	Part Description	Part Number	Qty.	Suggested Wholesale*
FL580A	25-FL580-000	FUSO Sub Harness Kit Kit Includes: • Sub Harness (1) • Cable Ties (10) • Bolt, Earth (1) • Tape, Vinyl (1)	MBF EX59A1	1 kit	\$57.16 U.S. \$58.30 CAN
	25-FL580-001	FUSO Connector Kit Kit Includes: • Connector Kit (1) • Terminal Kit (2) • Connector Cover Kit (1) • Tube, Duraseal (2)	MBF EX59C1	1 kit	\$23.50 U.S. \$17.48 CAN
	25-FL580-002 (Must have authorization to order this kit.)	FUSO Hydraulic Unit	MBF EX59B1	1 kit	\$1,045.04 U.S. \$1,065.94 CAN
	N/A	ThreeBond TB2501S Electrical Contact Point Rejuvenator	MBF TB2501S	1 can	\$51.99 U.S. \$53.03 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
FL580A	Replace sub harness, inspect ABS hydraulic unit and connectors/terminals	1.2	996-0820A	000-Modifiedx
	Replace sub harness, inspect ABS hydraulic unit and connectors/terminals, replace ABS hydraulic unit and/or connectors/terminals	4.2	996-0820B	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 (**FL580A**).
- In the Primary Failed Part Number field, enter **25-FL580-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. Important parts information:
 - One can of the ThreeBond Electrical Contact Point Rejuvenator (see the last item in **Table 1**) can be used for 10 to 20 vehicles. **Dealers may claim a maximum of one can of rejuvenator per 10 claims. Claims will be reviewed periodically and quantities in excess of this will be charged back.** (Include one can on the first claim paid for FL580, a second can may be claimed after at least 10 FL580 claims have been paid, a third can may be claimed after at least 20 FL580 claims have been paid, etc.)
 - If an ABS hydraulic unit has corrosion or damage and requires replacement advance authorization to order kit 25-FL580-002 is required. This applies to the 25-FL580-002 kit only.
 - Both Legacy and OWL dealers, submit a WSC Campaign Pre-Approval inquiry.
 - Describe the damage to the ABS hydraulic unit in the text of the inquiry.
 - List the mileage and in-service date.
 - Attach a photo(s) clearing showing the corrosion or other damage.
 - Requests with unclear photos or not showing damage will be denied.
 - Approved requests will receive an authorization number to include in the notes of the parts order for the 25-FL580-002 kit. Orders must have an authorization number or the order will be cancelled.
- 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 013-011-080.
- **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.

Recall Campaign

Daimler Trucks
North America LLC

June 2011

FL580A

NHTSA #10V-249

Transport Canada #10-187

REVISED NOTICE

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, 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.

Copy of Letter to Owner

Subject: Sterling 360 Anti-Lock Brake Hydraulic Unit Ground Harness Connectors

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 wholly owned subsidiary, Sterling Truck Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Sterling 360 vehicles manufactured August 8, 2007, through July 31, 2008.

The ground harness connector for the anti-lock brake (ABS) hydraulic unit may become corroded due to water intrusion, causing the ABS hydraulic motor to run continuously. The ABS hydraulic motor may overheat, resulting in a possible fire.

The ground sub harness will be replaced with a properly waterproofed harness. The ABS hydraulic unit, connectors, and terminals will be inspected for corrosion or damage. Those found corroded or damaged will be replaced.

Parts are now available for authorized dealers to order. Contact your 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 a dealer, search online at www.Daimler-TrucksNorthAmerica.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL580A**. Once kit(s) are received at the dealership, the Recall will take approximately an hour and a half to five hours, depending on the work needed, and will be performed at no charge to you.

IMPORTANT: When the Recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL580A**.

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, 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

June 2011
FL580A
NHTSA #10V-249
Transport Canada #10-187

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: Sterling 360 Anti-Lock Brake Hydraulic Unit Ground Harness Connectors

**Models Affected: Specific Sterling 360 vehicles manufactured
August 8, 2007, through July 31, 2008.**

REVISION: Due to over-ordering of kit 25-FL580-002, orders for this kit will require advance authorization. Please see Inspection and Hydraulic Unit Replacement/step 8 and the Claims for Credit section for instructions.

NOTE: One can of the ThreeBond Electrical Contact Point Rejuvenator (see the last item in **Table 1**) can be used for 10 to 20 vehicles. Dealers may claim a maximum of one can of rejuvenator per 10 claims. Claims will be reviewed periodically and quantities in excess of this will be charged back.

General Information

Fig. 1 shows the work flow for this recall. The procedures should be performed in the order shown.

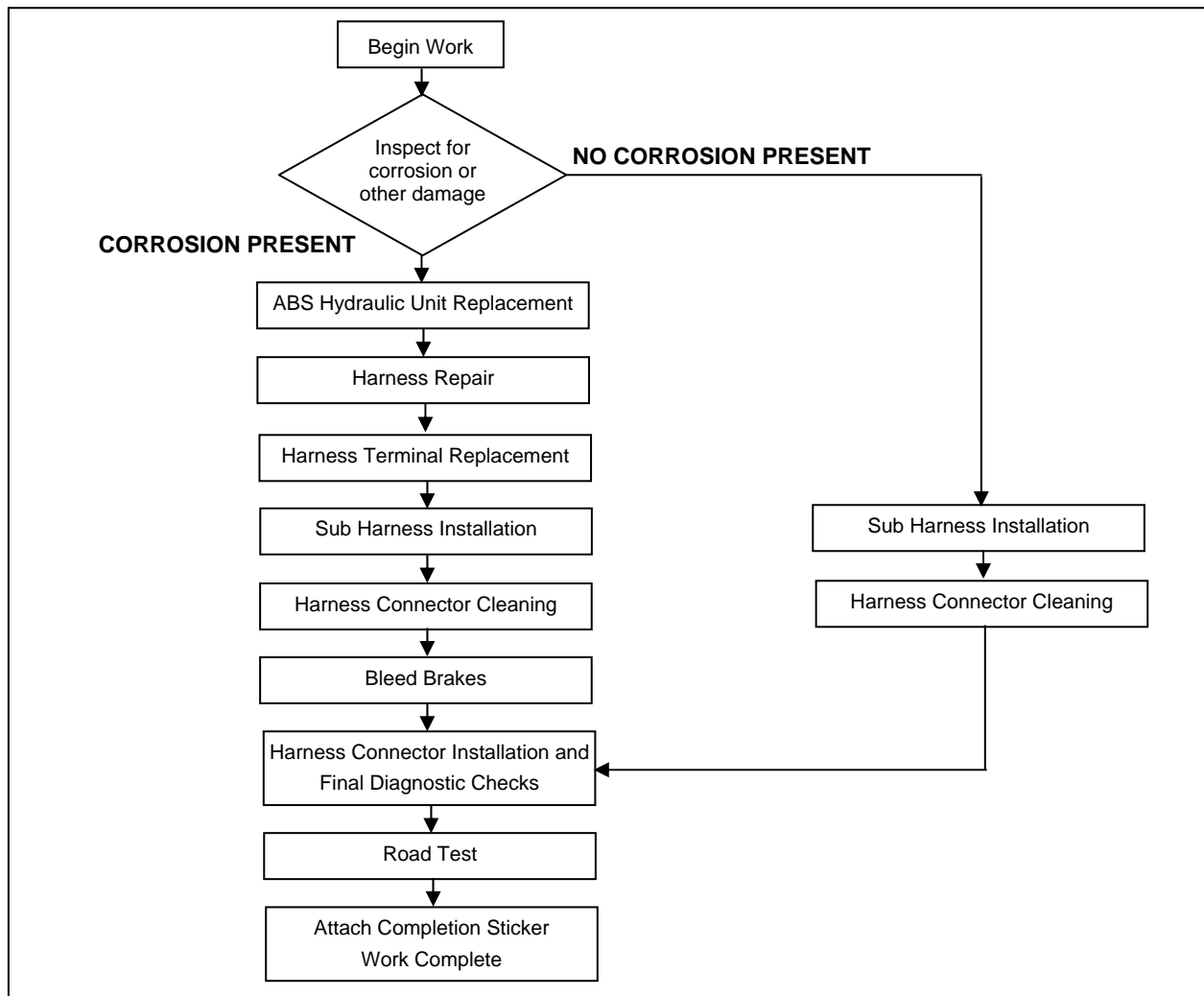


Fig. 1, Work Flow

June 2011
FL580A
NHTSA #10V-249
Transport Canada #10-187
REVISED NOTICE

Inspection and Hydraulic Unit Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL580 (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 attached, no further action is necessary. If a completion sticker for this campaign is not attached, proceed to the next step.
2. Park the vehicle on a level surface, shift the transmission to neutral, shut down the engine, and set the parking brake. Chock the tires.
3. Disconnect the batteries.
4. Remove the two M8 grille mounting screws that attach the lower flange of the grille to the grille hanger bracket. See **Fig. 2**.
5. Release the five bird-cage clips at the top of the grille and the two plastic pin clips from the pin clip receptacles at the bottom of the grille by gently pulling outward on the grille. Remove the grille.
6. Remove the front bumper. See **Fig. 3**.

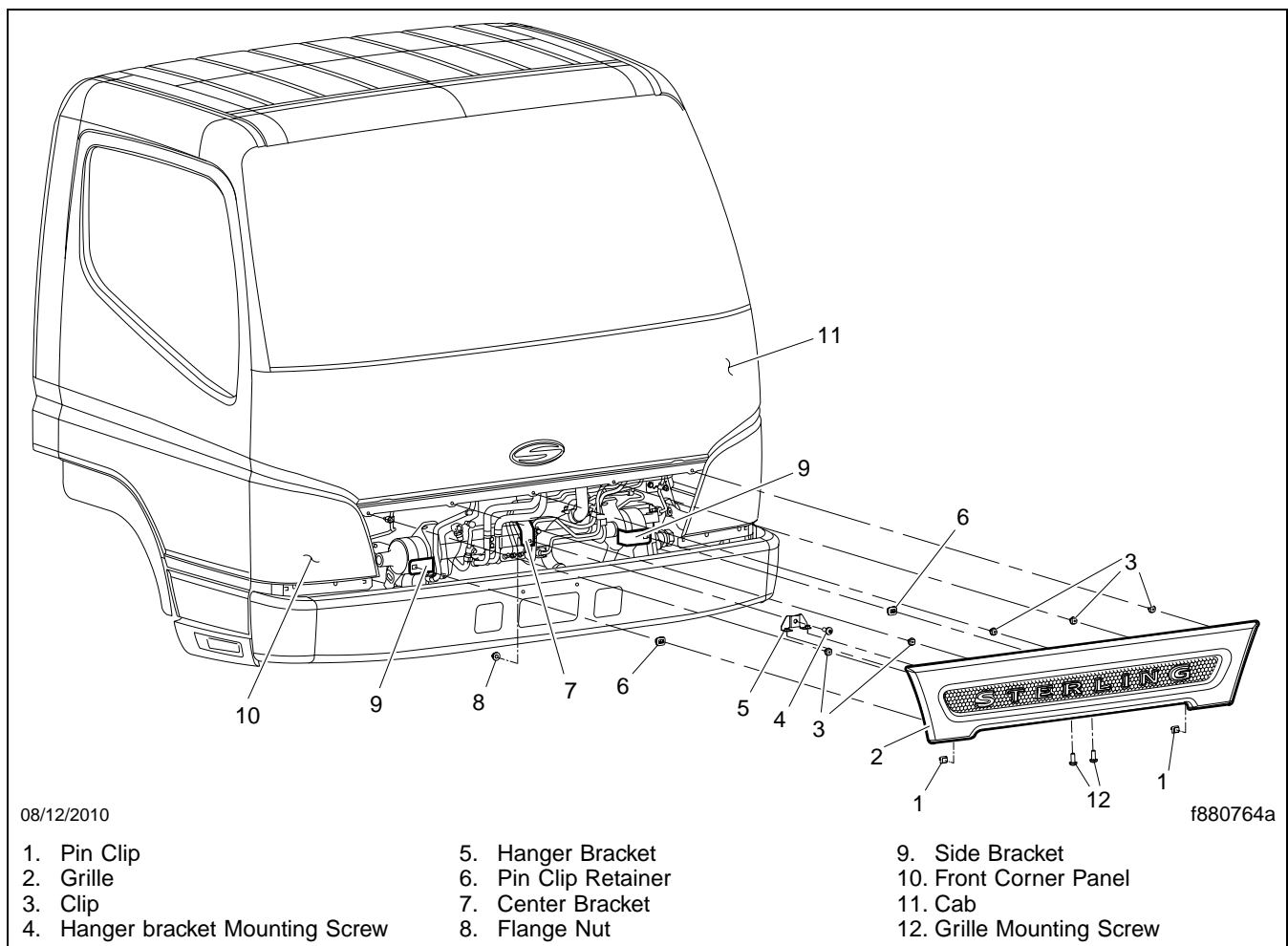


Fig. 2, Grille Assembly

7. Disconnect the ABS hydraulic unit electrical connector. See **Fig. 4** for the location of the connector. For instructions, see **Group 35E** of the *Sterling 360 Workshop Manual*.

8. Inspect the connector terminals on the H/U and the harness. See **Fig. 5**.

If no corrosion or other damage is found, proceed to the instructions for Sub Harness Installation, page 10.

If corrosion is present, or if the connector body is deformed or broken, request authorization to order a new ABS hydraulic unit (25-FL580-000). See the Claims for Credit section for instructions. If denied, do not replace the ABS hydraulic unit. If approved, replace the ABS hydraulic unit as follows.

8.1 Disconnect the horn harness.

8.2 Remove the horn bracket. See **Fig. 6**.

8.3 Place a suitable pan under the hydraulic unit to catch draining brake fluid.

8.4 Loosen the brake line flare nuts, then disconnect the lines from the hydraulic unit.

8.5 Remove the brake line mounting bracket. See **Fig. 7**.

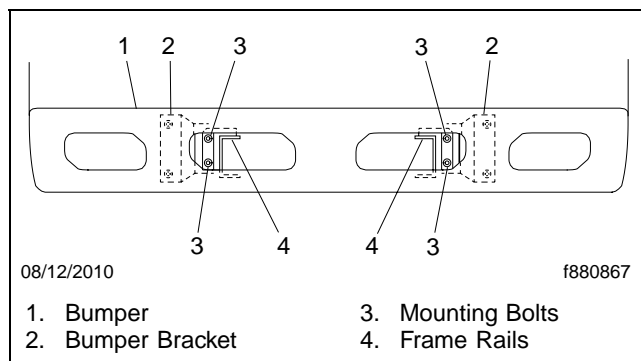


Fig. 3, Bumper Installation

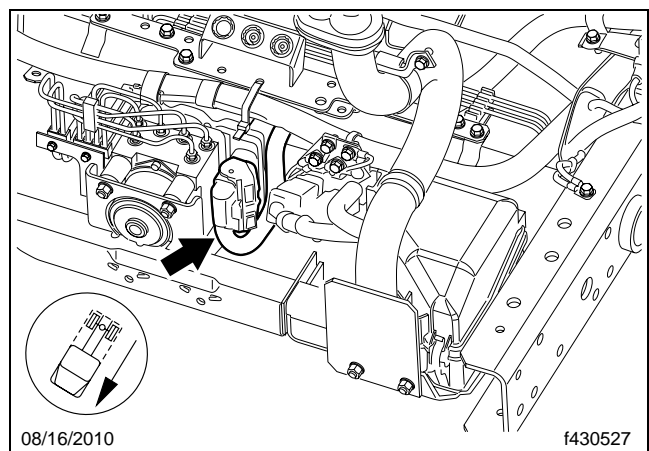


Fig. 4, Connector Location

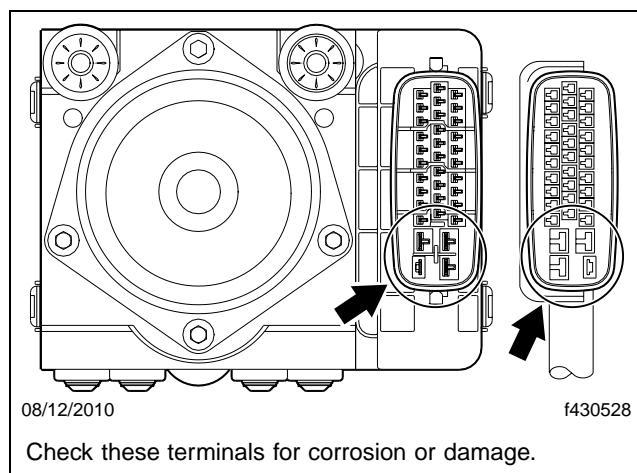


Fig. 5, Connector Terminal Inspection

June 2011
FL580A
NHTSA #10V-249
Transport Canada #10-187
REVISED NOTICE

- 8.6 Remove the fasteners from the rear mounting bracket and remove the hydraulic unit and bracket.
- 8.7 Remove the brackets from the hydraulic unit.
- 8.8 Attach the brackets to the new hydraulic unit. Tighten the fasteners 15 to 23 lbf-ft (21 to 31 N-m).
- 8.9 Place the hydraulic unit in position on the rear mounting bracket and tighten the fasteners 15 to 23 lbf-ft (21 to 31 N-m).
- 8.10 Connect the brake lines and tighten the flare nuts 10 to 12 lbf-ft (14 to 17 N-m).

Harness Repair

1. Remove the ABS H/U connector front retainer.
 - 1.1 Insert a terminal tool/screwdriver at the marked position on the retainer.
 - 1.2 Pry up and pull the retainer from the housing.
 - 1.3 Remove the retainer.

IMPORTANT: If any connector cover locking points are damaged, install a new cover.

2. Remove the ABS H/U connector cover.
 - 2.1 Use a terminal tool/screwdriver to release each of the four connector cover locking points.
 - 2.2 Remove the connector cover from the housing.

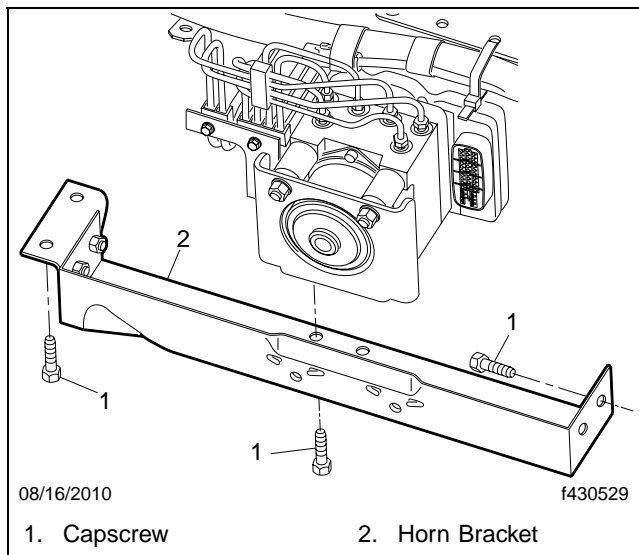


Fig. 6, Horn Bracket Installation (horns not shown for clarity)

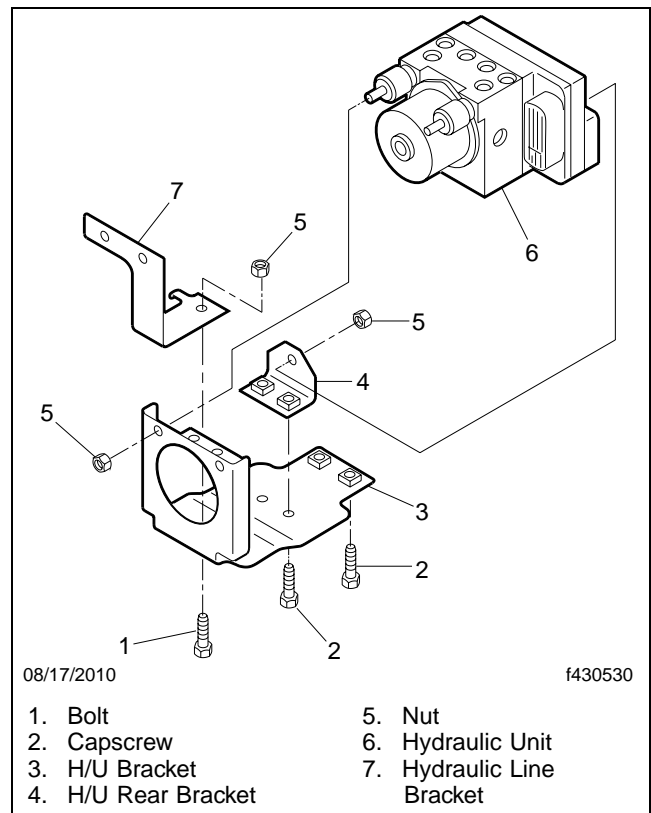


Fig. 7, Hydraulic Unit Installation

3. Examine the ABS H/U connector for damage.
Check for damage on the housing, terminals, and lock. Even if the damage is minor, install a new connector.
4. Remove the electrical tape from the ABS H/U harness convoluted tubing, and free approximately six inches (150 mm) of the harness.

Harness Terminal Replacement

If the terminals are corroded or damaged, replace the wire ends with new ones from the kit as follows.

IMPORTANT: All repairs must comply with the harness repair manual. See Appendix B.

1. Locate the red/white wire, and the red/black wire in the loom.
2. Note their location in the connector, and mark the location of the red/white wire for ease of assembly.
3. Replace the wire ends on the damaged wires.
 - 3.1 Disconnect the power terminal (red/white) from the ABS H/U connector pin position 2.
 - 3.2 Cut the wire off approximately 4.5 in (120 mm) back from the connector.
 - 3.3 Strip the remaining wire end back approximately 5/15 inches (8 mm).
 - 3.4 Take a new wire end from the kit and cut it to 4.5 inches (120 mm) long.
 - 3.5 Strip the cut end back approximately 5/16 inches (8 mm).
 - 3.6 Using a duraseal connector from the kit, splice the new wire end to the red/white wire.
 - 3.7 Insert the new wire end into the original position in the ABS H/U connector.
 - 3.8 Disconnect the sensor wire (red/black) from the connector pin position 4.
 - 3.9 Cut the wire off approximately 3.5 inches (90 mm) back from the connector.
 - 3.10 Strip the remaining wire end back approximately 5/15 inches (8 mm).
 - 3.11 Take a new wire end from the kit and cut it to 3.5 inches (90 mm) long.
 - 3.12 Strip the cut end back approximately 5/15 inches (8 mm).
 - 3.13 Using a duraseal connector from the kit, splice the new wire end to the sensor wire.
 - 3.14 Insert the new wire end into its original position in the ABS H/U connector.
 - 3.15 Tape both splices.

Sub Harness Installation

NOTE: The subharness replaces the ground circuit from the ABS H/U connector to the ground point on the frame rail.

1. Disconnect the two ground wires (black) from the ABS H/U connector pin positions 1 and 3. See **Fig. 8**.
2. Cut the wires off approximately 4 in (100 mm) back from the connector.
3. Rough tape the remaining wires on the ABS H/U harness.
4. Install the convoluted tubing on the ABS H/U wire loom. Secure it with tape.
5. Install the sub harness from the kit.

June 2011
FL580A
NHTSA #10V-249
Transport Canada #10-187
REVISED NOTICE

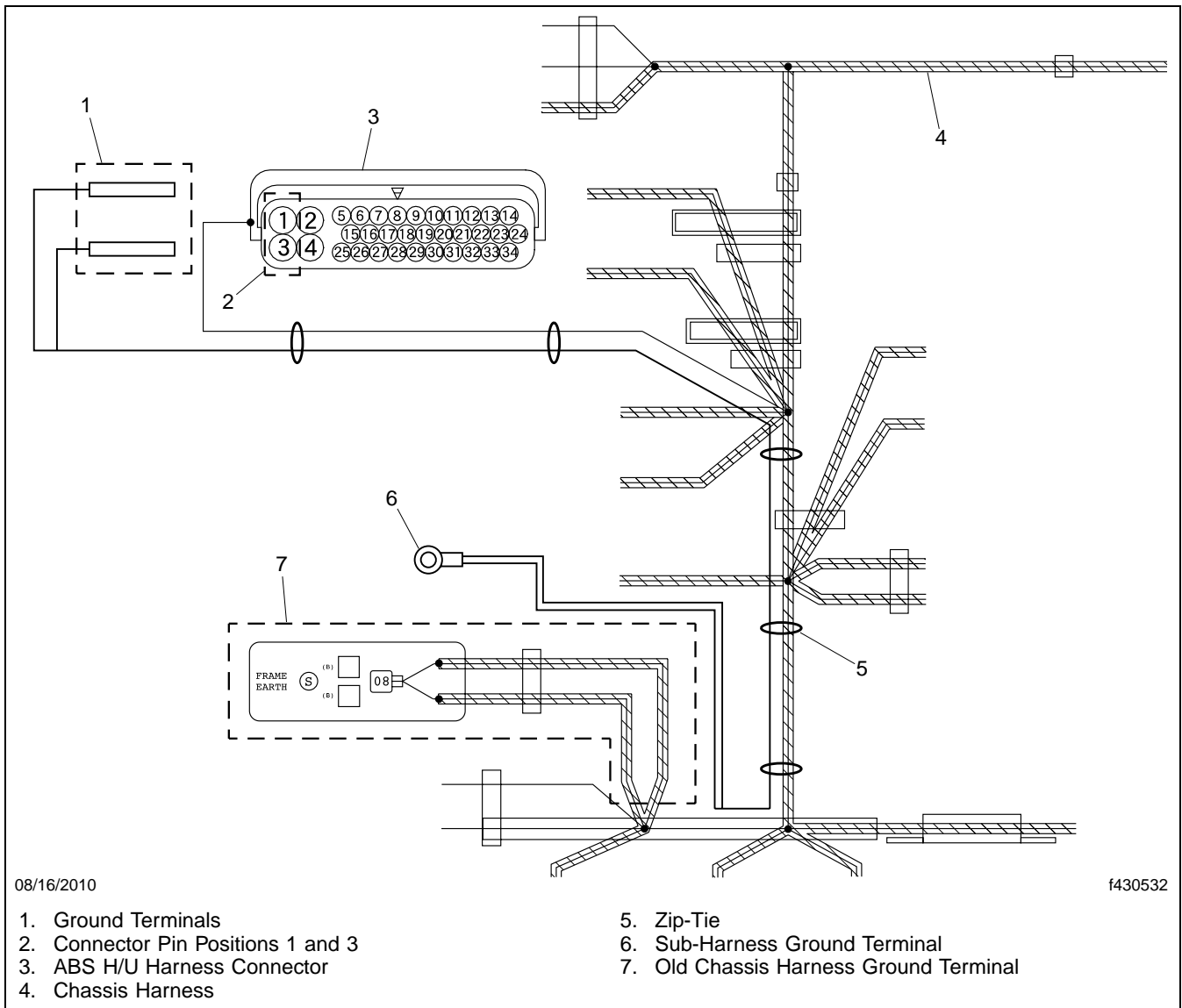


Fig. 8, Sub-Harness Installation

- 5.1 Insert the sub harness terminals into the ABS H/U connector pin positions 1 and 3.
- 5.2 Attach the subharness to the chassis harness using a zip-tie positioned approximately 7/8 in (20 mm) from the end of its convoluted tubing.

IMPORTANT: Make sure that the subharness does not interfere with other components when installed.

- 5.3 Secure the subharness to the chassis harness with zip-ties spaced at 8 in (200 mm) intervals.
- 5.4 Disconnect the chassis harness ground terminal from the frame and cut the harness at the junction point into the main harness. Discard the fastener. See **Fig. 9**. Tape the cut harness end out of the way on the main harness trunk.
- 5.5 Clean the ground location on the frame rail of all dirt, rust, and paint.

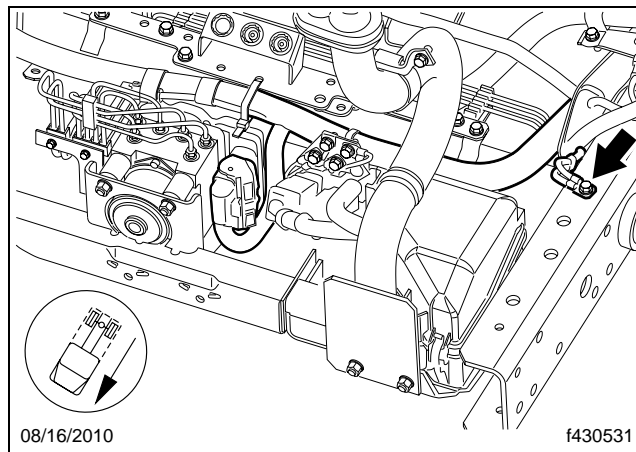


Fig. 9, Frame Rail Ground Terminal

- 5.6 Using a new bolt, attach the sub harness ground terminal to the frame rail. Tighten 14 to 21 lbf-ft (19 to 28.0 N·m).
- 5.7 Check that the subharness does not interfere with any surrounding components. Make adjustments as needed.
- 5.8 Install the front retainer and the rear cover on the ABS H/U connector. Ensure that the retainer is fully seated.

Harness Connector Cleaning

NOTE: One can of the Three Bond TB2501S Electrical Contact Point Rejuvenator (see the last item in **Table 1**) can be used for 10 to 20 vehicles. Dealers may include one can on the first claim submitted for FL580. A second can may be claimed after at least 10 FL580 claims have been submitted, a third can may be claimed after at least 20 FL580 claims have been submitted, etc.

Using ThreeBond 2501S Contact Point Rejuvenator, clean the connector terminals on the ABS H/U connector and the harness connector. See **Fig. 10**.

1. Spray the power and ground terminals on the ABS H/U connector for 5 seconds.
2. Wait 1 minute, then spray the area again for 5 seconds.
3. Spray the power and ground terminals on the harness connector for 5 seconds.
4. Wait 1 minute, then spray the area again for 5 seconds.
5. Spray the entire connector for 5 seconds to clean the remaining terminals on both pieces.

Brake Bleeding

IMPORTANT: Do not reinstall the ABS H/U connector before bleeding the brakes. If the connector is reinstalled before bleeding the brakes, air will enter into ABS H/U, requiring additional air bleeding.

Bleed the brake system. For instructions, see **Group 35A** of the *Sterling 360 Workshop Manual*.

June 2011
FL580A
NHTSA #10V-249
Transport Canada #10-187
REVISED NOTICE

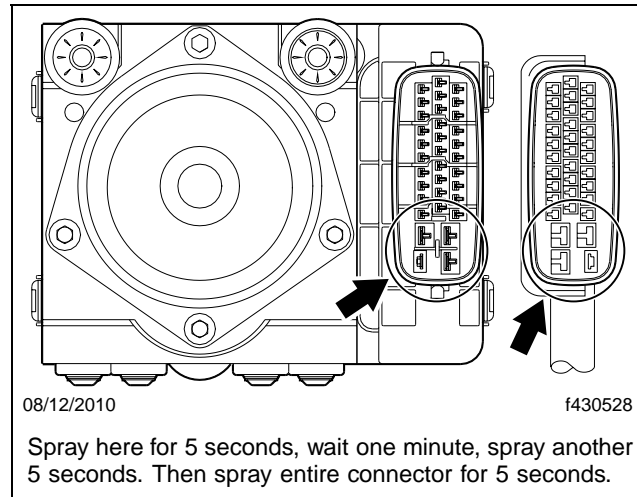


Fig. 10, Cleaning the ABS H/U and Harness Connectors

Harness Connector Installation and Final Diagnostic Checks

1. Install the ABS hydraulic unit connector. For instructions, see **Group 35E** of the *Sterling 360 Workshop Manual*.
2. Connect the batteries.
3. Perform all the final diagnostic checks. For instructions, see **Group 35A** of the *Sterling 360 Workshop Manual*.
4. Install the horn bracket. Tighten the mounting fasteners 15 to 23 lbf-ft (21 to 31 N·m).
5. Connect the horn harness.
6. Install the bumper. Tighten the mounting fasteners 33 to 40 lbf-ft (45 to 54 N·m).
7. Install the grille.
 - 7.1 Check the foam surround at the top of the grille and remove any portions hanging down.
 - 7.2 Install the five bird-cage clips at the top of the grille. Install the two plastic pin clips into the receptacles at the base of the grille.
 - 7.3 Push in on the grille and make sure that it is flush with the front cab panel and all fasteners are snug.
 - 7.4 Install the two M8 machine screws into the weld nuts on the grille hanger bracket. Tighten 13 lbf-ft (18 N·m).
8. Road test the vehicle to confirm proper brake operation. Disconnect the MUT and confirm proper ABS operation.
9. Clean a spot on the base label (Form WAR259), and attach a completion sticker for FL582 (Form WAR260) to the base label to indicate the work has been completed.