

# DAIMLER

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

October 22, 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. 6  
11V-193, FL-588, Sterling Bullet Left Tie Rod Ends  
Revised Dealer Notice**

Ms. Lewis,

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) (8)(ii) Dealer – Revised bulletin posted: October 18, 2012

(c) (10) 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  
Enclosure

A Daimler Company

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

## Subject: Sterling Bullet Left Tie Rod Ends

**Models Affected: Specific Sterling Bullet vehicles manufactured October 15, 2007, through November 10, 2008.**

### General Information

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

There are approximately 3,300 vehicles involved in this campaign.

The left outer tie rod end may fracture due to a misalignment condition. Under certain driving conditions, the misalignment may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a vehicle crash.

The left tie rod end will be replaced.

**REVISION:** A missing decimal point has been added to the "Important" note above step 25. It now reads, "IMPORTANT: Toe should be set to +0.20 degrees total."

### 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 their 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 FL588A, 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.

**Table 1 - Replacement Parts for FL588**

Campaign Number	Kit Number	Part Description	Part Number	Qty.	Suggested Wholesale*
FL588A	25-FL588-000	Chrysler Recall Kit	MSL CBCCK280AA Kit Contains: • Tie Rod End (1 ea) • Tie Rod End Castle Nut (1 ea) • Cotter Pin (1 ea)	1 kit	\$65.55 U.S. \$66.86 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**

# Recall Campaign

Daimler Trucks  
North America LLC

April 2011  
FL588A  
NHTSA #11V-193  
Transport Canada #11-011  
REVISED NOTICE

## Additional Tools Needed:

- Tie Rod End Puller - A standard essential tool for dealerships (Chrysler #8677 or equivalent).
- Tie Rod Alignment Kit (#10326) - Specified by Chrysler. If your location does not already have this tool, it can be purchased online. At the time of publication, one source is Miller Special Tools (millerspecialtools.spx.com). This tool will be used not just for this recall but any time your location must set the toe for a Sterling Bullet (see Chrysler Service Bulletin 19-001-11).

## 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
FL588A	Replace left tie rod end	1.2	996-0836A	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 (**FL588A**).
- In the Primary Failed Part Number field, enter **25-FL588-000**.
- 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 0.3 hours.
- For OWL, the VMRS Component Code is 015-004-020.
- **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.

April 2011  
FL588A  
NHTSA #11V-193  
Transport Canada #11-011  
REVISED NOTICE

- 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

April 2011  
FL588A  
NHTSA #11V-193  
Transport Canada #11-011  
REVISED NOTICE

## Copy of Letter to Owner Subject: Sterling Bullet Left Tie Rod Ends

**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 Chrysler Group LLC, has decided that a defect which relates to motor vehicle safety exists on specific Sterling Bullet vehicles manufactured October 15, 2007, through November 10, 2008.

The left outer tie rod end may fracture due to a misalignment condition. Under certain driving conditions, the misalignment may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a vehicle crash.

The left tie rod end 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 an hour and a half 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 **FL588**.

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

April 2011  
FL588A  
NHTSA #11V-193  
Transport Canada #11-011  
REVISED NOTICE

## Work Instructions

### Subject: Sterling Bullet Left Tie Rod Ends

**Models Affected:** Specific Sterling Bullet vehicles manufactured October 15, 2007, through November 10, 2008.

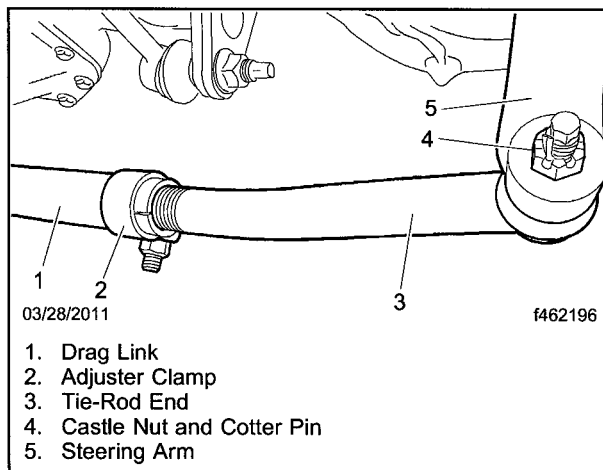
**REVISION:** A missing decimal point has been added to the "Important" note above step 25. It now reads, "IMPORTANT: Toe should be set to +0.20 degrees total."

### Left Outer Tie-Rod End Replacement

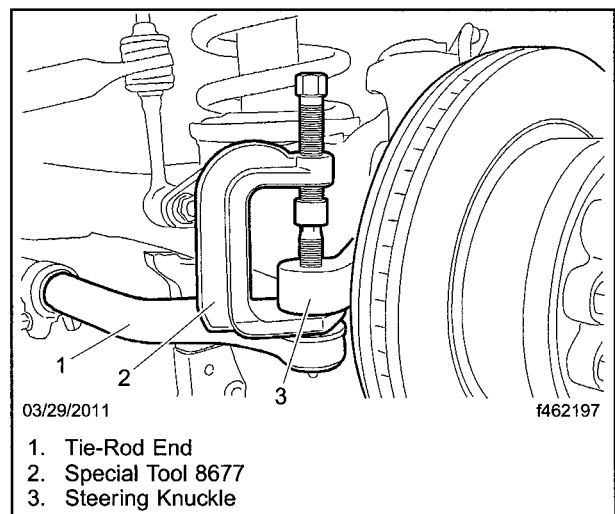
1. Check the base label (Form WAR259) for a completion sticker for FL588 (WAR261) indicating this work has been completed. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a completion sticker is present, no further work is needed. If a completion sticker is not present, proceed to the next step.
2. Shut down the engine, set the parking brake, and chock the rear tires.
3. Raise the front of the vehicle so the steer axle tires are off the ground and support the vehicle with jack stands.
4. Remove the left front wheel.
5. Loosen the adjuster clamp nut and bolt on the left tie rod. See **Fig. 1**.
6. Apply Mopar Rust Penetrant (P/N 04318039AC), or equivalent, to the threads on the tie-rod end.
7. Remove the castle nut and cotter pin from the tie-rod end and discard them.
8. Using special tool 8677, remove the tie rod from the steering knuckle. See **Fig. 2**.

NOTE: The threads on the tie-rod end are right-handed.

9. While counting the number of turns, unscrew the tie-rod end from the drag link. Discard the tie-rod end. See **Fig. 1**.



**Fig. 1, Tie-Rod End Assembly**



**Fig. 2, Tie-Rod End Removal**

10. Apply a light coat of Mopar Anti-Seize Lubricant (P/N 05012249AB), or equivalent, to the threads of the new tie-rod end.
11. Making the same number of turns used to remove the tie-rod end in step 9, thread the new tie-rod end onto the drag link.

**IMPORTANT:** Failure to clean the tapered bore in the steering knuckle may cause the tie-rod end to seat improperly in the knuckle. The tapered bore must be clean and dry.

12. Clean the tapered bore in the steering knuckle with Mopar Brake Cleaner (P/N 04897150AB), or equivalent.
13. Remove any grease or dirt from the tie-rod end stud.
14. Place the tie-rod end stud in the steering knuckle bore and install the new castle nut. Tighten the castle nut 75 lbf-ft (102 N·m).

 **WARNING**

**Failure to install and lock a new cotter pin in the ball stud and nut could result in disengagement of the parts and loss of steering control, which could result in serious personal injury or property damage.**

15. Continue to tighten the castle nut until a slot on the nut aligns with the hole in the ball stud. Do **not** reverse the tightening direction of the nut when locating the cotter pin hole. Install a new cotter pin in the ball stud and nut, then lock the cotter pin in place.
16. Snug the adjuster clamp bolt on the tie-rod end.

**IMPORTANT:** Wipe off the grease fitting before connecting the grease gun.

17. Using a grease gun, grease the right and left tie-rod ends through the grease fittings.
18. Install the left front wheel. Tighten the wheel lug nuts 148 lbf-ft (200 N·m).
19. Lower the steer tires to the ground and move the vehicle to an appropriate alignment rack.
20. Ensure the vehicle meets the following criteria before measuring the tie-rod end angles.
  - vehicle is parked on a level surface
  - full vehicle weight is on the front tires
  - bottom sides of both tie-rod ends are clean
  - bottom sides of both tie-rod ends are free of burrs

21. Set the toe and center the steering wheel following the alignment rack manufacturer's instructions.
22. Install special tools 10326-1 and 10326-2 (inclinometer gauge) on the bottom surface of the right tie-rod end. The grease fitting should be centered in the hole on special tool 10326-1. See **Fig. 3**.
23. Measure the angle of the right tie-rod end. Record the number displayed on the inclinometer gauge.
24. Install special tools 10326-1 and 10326-2 onto the bottom surface of the left tie-rod end.

**IMPORTANT:** Toe should be set to +0.20 degrees total.

**NOTE:** When the procedure is complete, both tie rods should have the same angle.

25. Adjust the left tie-rod end so that the same angle appears on the inclinometer gauge as was measured on the right tie-rod end.
26. Tighten the tie rod adjuster clamp 40 lbf-ft (54 N·m).

# Recall Campaign

Daimler Trucks  
North America LLC

April 2011  
FL588A  
NHTSA #11V-193  
Transport Canada #11-011  
REVISED NOTICE

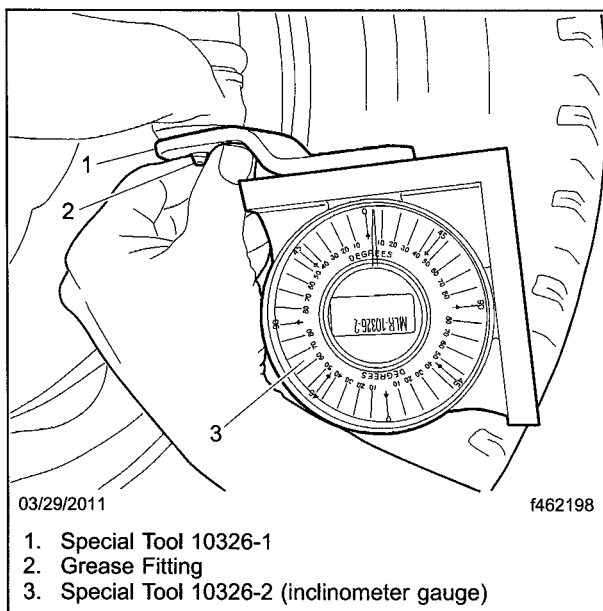


Fig. 3, Measuring Tie-Rod End Angle

## NOTICE

**Failure to set the same angles on both the left and right tie-rod ends will cause the condition this recall is addressing to still be present.**

27. Recheck both angles. If the tie-rod end angles are different, loosen the left tie-rod adjuster clamp and readjust the left tie-rod end, as necessary.
28. Clean a spot on the base label (Form WAR259), and attach a completion sticker (Form WAR 261) for campaign FL588 to the base label.