

# DAIMLER

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

May 16, 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. 1  
12V-137, FL-623, Steering Wheel Nuts  
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.

- (c)(3) Total number of vehicles potentially affected: 973
- (c)(8)(ii) Dealer and distributor notification: Began and ended: May 16, 2012
- (c)(10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions, or concerns.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA  
Attachment

## Subject: Steering Wheel Nuts

Specific Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured January 20, 2012, through February 17, 2012, at the Mt. Holly or Cleveland manufacturing plants. (Please note, there is one Cascadia vehicle affected.)

### General Information

Daimler Trucks North America LLC (DTNA), 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 1,200 vehicles involved in this campaign.

Certain Property Class 04 steering wheel nuts with incompletely formed threads were supplied to DTNA in lieu of the specified Property Class 05 nuts. These nuts may not provide the clamp load required to fully seat the steering wheel on the steering shaft when tightened to the specified torque. A steering wheel that is not fully seated on the steering shaft may wobble and make it hard to control the vehicle, increasing the risk of a crash.

Affected vehicles will have the steering wheel nut replaced. (Dealers will also inspect the steering column threads for possible damage and replace if needed. This is expected to be rare, less than 10 percent.)

### 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 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 parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL623A, 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 FL623

NOTE: Formal kits are not being used for this Recall as just the single nut is needed. The need to replace the entire steering column is expected to be rare (less than 10 percent). Order the appropriate steering column for the vehicle, when needed. Replaced steering columns will be returned and unnecessary replacements will be charged back.

Campaign Number	Part Description	Part Number	Qty.	Suggested Wholesale*
FL623A	Nut	N308675 020003 or MBT N308675020003	1 ea	\$8.69 U.S. \$8.86 CAN

\* Please charge all U.S. and Canadian Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls. This pricing does not apply to Export Distributors.

# Recall Campaign

Daimler Trucks  
North America LLC

May 2012  
FL623A  
NHTSA #12V-137  
Transport Canada #12-119

## Removed Parts

U. S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

## Labor Allowance

Table 2 - Labor Allowance

NOTE: The need to replace the entire steering column is expected to be rare (less than 10 percent). Replaced steering columns will be returned and unnecessary replacements will be charged back.

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL623A	Inspect steering column and replace steering wheel nut	0.5	996-0877A	000-Modifiedx
	Inspect and replace steering column	1.3	996-0877B	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 (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim or OWL:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL623A**).
- In the Primary Failed Part Number field, enter **25-FL623-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table. NOTE: Formal kits are not being used for this Recall as just the single nut is needed. The need to replace the entire steering column is expected to be rare (less than 10 percent). Order the appropriate steering column for the vehicle, when needed. Replaced steering columns will be returned and unnecessary replacements will be charged back.
- 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 015-001-004 and the Cause Code is A1 - Campaign.
- **U.S. and Canada – 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 or OWL 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.

U.S. and Canadian dealers, 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. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: 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. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian 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

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FL623A

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## Copy of Notice to Owners

### Subject: Steering Wheel Nuts

**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 (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured January 20, 2012, through February 17, 2012, at the Mt. Holly or Cleveland manufacturing plants. (Please note, there is one Cascadia vehicle affected.)

Certain Property Class 04 steering wheel nuts with incompletely formed threads were supplied to DTNA in lieu of the specified Property Class 05 nuts. These nuts may not provide the clamp load required to fully seat the steering wheel on the steering shaft when tightened to the specified torque. A steering wheel that is not fully seated on the steering shaft may wobble and make it hard to control the vehicle, increasing the risk of a crash.

Affected vehicles will have the steering wheel nut 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.DaimlerTrucksNorthAmerica.com](http://www.DaimlerTrucksNorthAmerica.com). The Recall will take approximately an hour and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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) 385-4357 after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, 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) 385-4357 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.

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## Work Instructions

### Subject: Steering Wheel Nuts

**Models Affected: Specific Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured January 20, 2012, through February 17, 2012, at the Mt. Holly or Cleveland manufacturing plants. (Please note, there is one Cascadia vehicle affected.)**

NOTE: Formal kits are not being used for this Recall as just the single nut is needed. The need to replace the entire steering column is expected to be rare (less than 10 percent). Order the appropriate steering column for the vehicle, when needed. Replaced steering columns will be returned and unnecessary replacements will be charged back.

### Steering Wheel Nut Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL623 (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 sticker for FL623 is present, no work is needed. If no sticker is present, proceed with the next step.
2. Put the front wheels in the straight ahead position. If possible, drive the vehicle in a straight line for a short distance, stopping at the place where the work will be done. Don't turn the steering wheel at any time during the following procedure.
3. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
4. Using a small screwdriver, carefully pry out the horn button assembly and disconnect the two wires.
5. Using a deep socket to avoid damaging the wires, loosen the nut that holds the steering wheel on the steering column.
6. Remove the wheel from the tapered fit by striking it from below, at the rim/spoke intersections, with both hands. Remove the steering wheel and nut; discard the nut.
7. Inspect the threads on the steering column for damage, nicks, flat spots, or metal shavings. See **Fig. 1** for acceptable steering column threads. If damage is found, replace the steering column. Refer to the **Steering Column Replacement** heading below for instructions.
8. Thread the new steering wheel nut onto the column threads, to within approximately 1/8-inch (3 mm) of the spline.

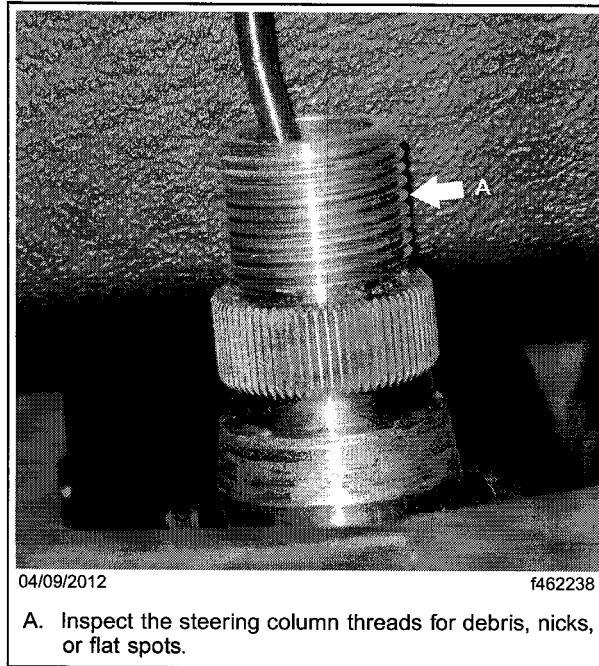
If the nut requires more than 6 lbf-ft (8 N·m) of torque, the steering column is damaged. Leave the steering wheel nut on the column and replace the column. Refer to the **Steering Column Replacement** heading below for instructions.

If the nut does not require more than 6 lbf-ft (8 N·m) of torque to tighten, proceed to the next step.

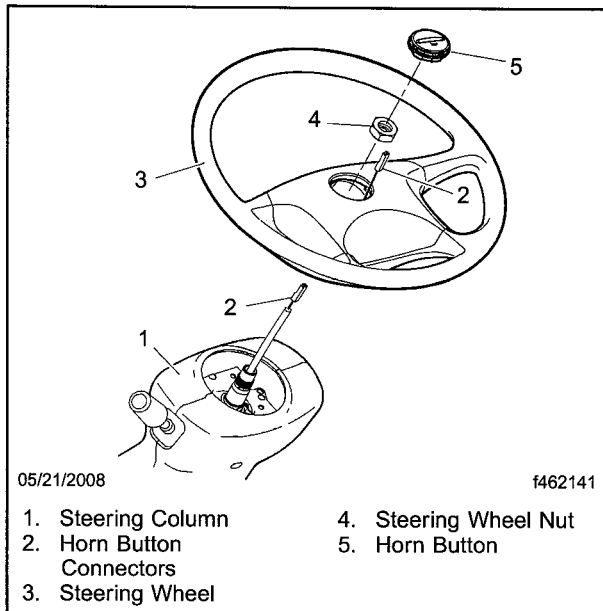
NOTE: Before installing the steering wheel, make sure the front tires are pointed straight ahead and that the steering gear is centered.

9. If the nut tightened to less than 6 lbf-ft (8 N·m), remove it in order to install the steering wheel.
10. Thread the horn wiring harness through the steering wheel center hole and set the steering wheel on the steering column, see **Fig. 2**.
11. Make sure that the steering wheel is within  $\pm 10$  degrees of center as shown in **Fig. 3**.
12. Install the new steering wheel nut and tighten the nut 33 to 41 lbf-ft (45 to 56 N·m). Ensure the nut is seated correctly. See **Fig. 4**.

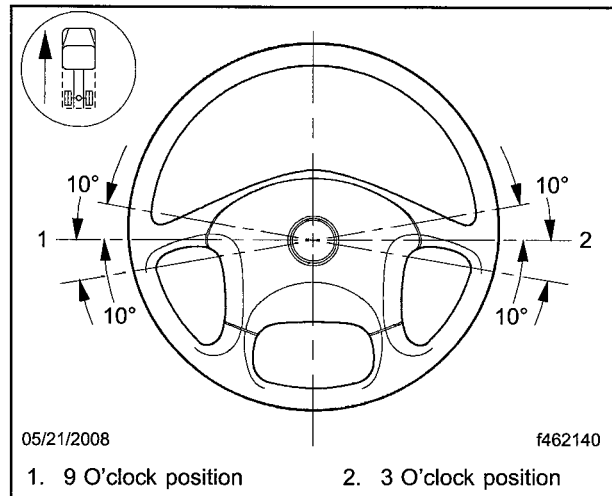
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**Fig. 1, Acceptable Steering Column Threads**



**Fig. 2, Steering Wheel and Connectors**

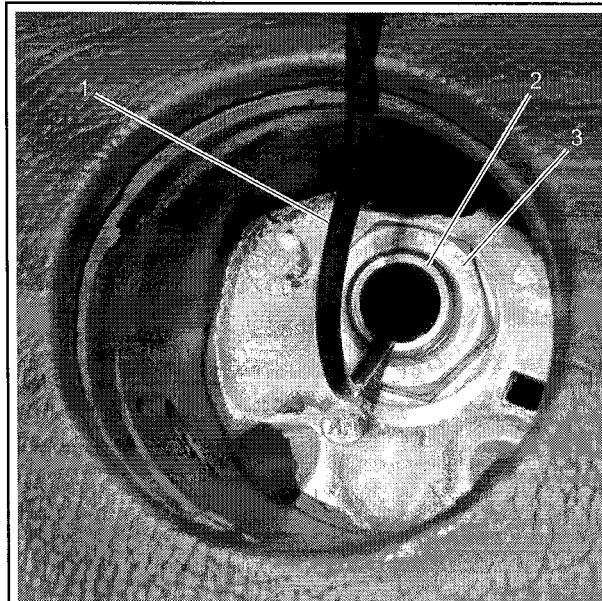


**Fig. 3, Steering Wheel Position**

# Recall Campaign

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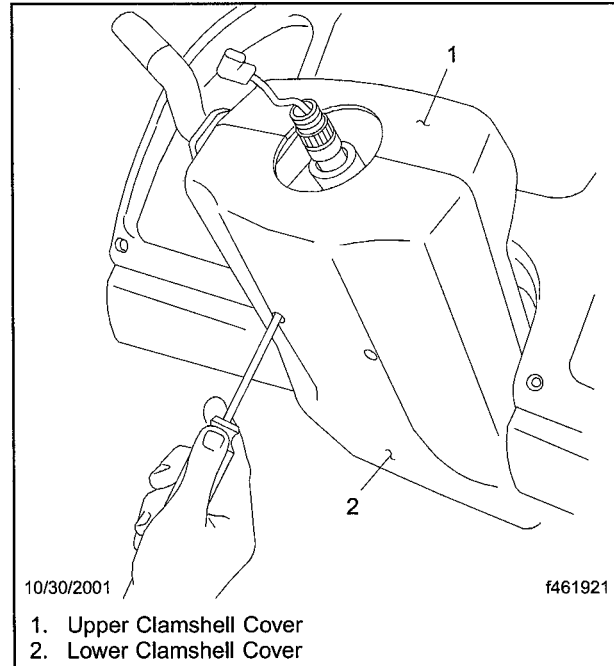


04/09/2012 f462239

Ensure the steering wheel nut is seated just below the top edge of the steering column threads.

1. Horn Wire
2. Steering Column Threads
3. Steering Wheel Nut

**Fig. 4, Steering Wheel Nut Seating**



10/30/2001

f461921

1. Upper Clamshell Cover
2. Lower Clamshell Cover

**Fig. 5, Fixed Steering Column Covers**

13. Connect the wiring harness to the horn button.
14. Align the logo on the horn button assembly so that it is horizontal, then press the horn button assembly into the steering wheel.
15. Clean a spot on the base label (Form WAR259), write Recall number FL623 on a blank completion sticker (Form WAR260), and attach it to the base label.

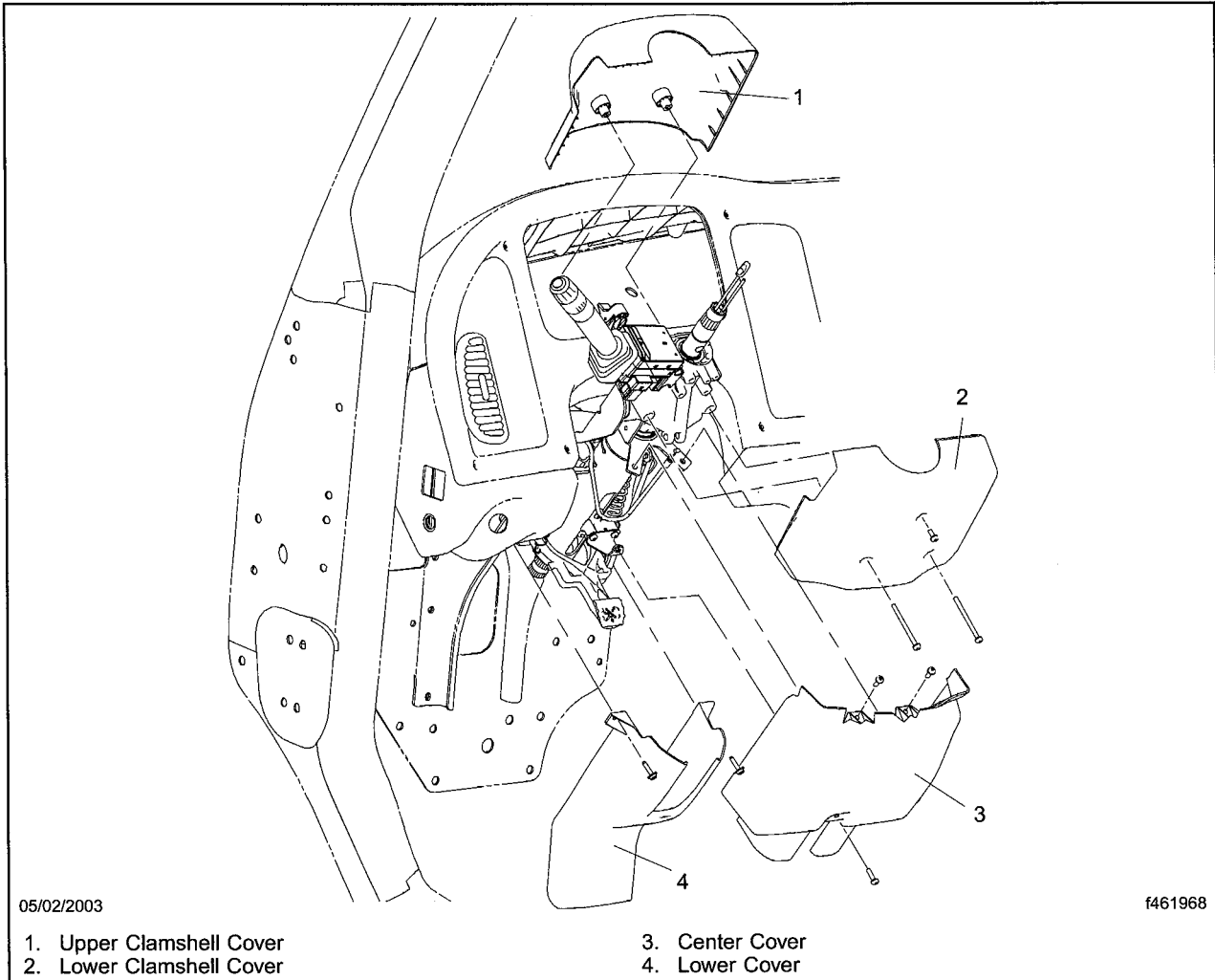
## Steering Column Replacement

NOTE: The need to replace the entire steering column is expected to be rare (less than 10 percent). Replaced steering columns will be returned and unnecessary replacements will be charged back.

1. Disconnect the batteries at the negative terminals or at the battery shutoff switch.
2. On a vehicle with a fixed steering column, remove the screws that attach the lower and upper clamshell covers to the steering column and remove the covers. See **Fig. 5**.

On a vehicle with an adjustable steering column, remove the screws that attach the lower and upper clamshell covers to the steering column and remove the covers. Remove the screws that attach the center and lower covers to the steering column and remove the covers. See **Fig. 6**.

3. Remove the self-canceling turn signal cam from the steering column.
4. Remove the turn signal lever.
  - 4.1 Disconnect the horn wire from the turn signal wiring harness.
  - 4.2 Remove the capscrews that attach the turn signal lever to the steering column.



**Fig. 6, Adjustable Steering Column Covers**

5. Make a timing mark on the steering driveline yoke and the steering column spline.
6. Remove and discard the pinch bolt and nut from the steering driveline yoke.
7. Remove the capscrews that attach the steering column to the mounting bracket.
8. Remove the steering column from the steering driveline yoke.

NOTE: The steering column yoke must be installed in the same orientation that it was in when it was removed.

9. Using a new pinch bolt and nut, attach the steering column to the steering driveline yoke. Torque the nut 30 to 35 lbf-ft (41 to 47 N·m).

Apply torque seal, OGP F900WHITE, to the exposed threads of the pinch bolt and to the nut.

10. Using capscrews, attach the steering column to the mounting bracket. Torque the capscrews 24 to 30 lbf-ft (33 to 41 N·m).

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11. Install the self-canceling turn signal cam on the steering column.
12. Using capscrews, attach the turn signal lever to the steering column.
13. Attach the horn wire to the turn signal wiring harness.
14. On a vehicle with an adjustable steering column, use screws to attach the lower and center steering column covers to the steering column.
15. Using screws, attach the upper and lower clamshell covers to the steering column.

NOTE: Before installing the steering wheel, make sure the front tires are pointed straight ahead and that the steering gear is centered.

16. Thread the horn wiring harness through the steering wheel center hole and set the steering wheel on the steering column, see **Fig. 2**.
17. Make sure that the steering wheel is within  $\pm 10$  degrees of center as shown in **Fig. 3**.
18. Install a new steering wheel nut and tighten the nut 33 to 41 lbf-ft (45 to 56 N-m).
19. Connect the wiring harness to the horn button.
20. Align the logo on the horn button assembly so that it is horizontal. Then press the horn button assembly into the steering wheel.
21. Connect the batteries at the negative terminals or at the battery switch.
22. Clean a spot on the base label (Form WAR259), write Recall number FL623 on a blank completion sticker (Form WAR260), and attach it to the base label.