

DAIMLER

Daimler Trucks North America

Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

April 22, 2014

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 Supplemental Report No. 2
13V-605, FL-655, Sterling Bullet Left Tie Rod Ends
Representative Interim 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 potentially affected vehicles: 2601
- (c)(8)(ii) Dealer and distributor notification: Began and ended: April 21, 2014
- (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

A Daimler Company

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April 2014
FL655
NHTSA #13V-605
Transport Canada #13-423
INTERIM RECALL BULLETIN

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 that relates to motor vehicle safety exists on the vehicles mentioned above. Until the final Recall remedy is available, the interim procedure will be performed.

Certain vehicles may experience a fracture of the left tie rod ball stud resulting in a loss of vehicle control and a crash causing injury and/or property damage.

Before the final remedy is available, DTNA recommends the left tie rod end be inspected by an authorized Daimler Trucks North America dealer. If the left tie rod is misaligned, a new tie rod end will be installed. If the left tie rod is aligned properly, no further action is needed until the final remedy is available. **All vehicles will require the final remedy, including those that have an interim tie rod end replacement.**

NOTE: The interim left tie rod inspection requires a new special alignment tool from Chrysler (this is different from the alignment tool in FL588). The lead time on this tool is approximately 5-6 weeks. When the tool becomes available, Chrysler will send one to your dealership at no cost. In the meantime, Warranty Campaigns will approve subletting this repair to a Chrysler dealership.

NOTE: Advance arrangements are required from the customer in order for you to confirm your dealership has received the special alignment tool or to contact a Chrysler dealership for subletting.

Work Instructions

Please refer to the attached work instructions. Before beginning work, confirm whether a vehicle is eligible for an interim Recall repair. Go to Warranty Support Center/Campaigns/Interim Recall Inquiry and enter the vehicle serial number and make.

Replacement Parts

Obtain parts for this interim Recall repair by ordering from your facing Parts Distribution Center.

Table 1 - Interim Repair Parts for FL655

NOTE: Kit 25-FL588-000 will be used for the interim repair.

Campaign Number	Kit Number	Part Description	Part Number	Qty.	Suggested Wholesale*
FL655-01	25-FL588-000	Chrysler Recall Kit	MSL CBCCK280AA Kit Contains: <ul style="list-style-type: none">• Tie Rod End (1 ea)• Tie Rod End Castle Nut (1 ea)• Cotter Pin (1 ea)	1 kit	\$51.40 U.S. \$52.43 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.

Recall Campaign

Daimler Trucks
North America LLC

April 2014

FL655

NHTSA #13V-605

Transport Canada #13-423

INTERIM RECALL BULLETIN

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code
FL655-01	Inspect tie rod end alignment	0.3	996-0931A
	Inspect, replace, and align left tie rod end	1.2	996-0931B

Table 2

Claims for Credit

NOTE: The interim left tie rod inspection requires a new special alignment tool from Chrysler (this is different from the alignment tool in FL588). The lead time on this tool is approximately 5-6 weeks. When the tool becomes available, Chrysler will send one to your dealership at no cost. In the meantime, Warranty Campaigns will approve subletting this repair to a Chrysler dealership.

NOTE: Advance arrangements are required from the customer in order for you to confirm your dealership has received the special alignment tool or to contact a Chrysler dealership for subletting.

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing an interim Recall repair. Please reference the following information in Legacy/QuickClaim or in OWL, as appropriate for your location:

Claims in Legacy/QuickClaim

- Submit a WSC inquiry to Campaigns for instructions on submitting your claim.

Claims in OWL

If your dealership sublet the recall to a Chrysler dealership:

- Submit a Recall Pre-Approval Request
- In the Other Charges Section, enter the sublet information and attach the sublet invoice.

If your dealership performed the recall:

- Claim type is **Recall** and Request type is **Payment**.
- In the Campaign field, enter **INT FL655-01**.
- In the Failed Parts Section the PFP is **25-FL655-000**, the Component Code (VMRS) is **015-004-002**, and the Cause Code is **A1-Campaign**.
- 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.
- If additional parts, labor, or other charges beyond what is outlined in this bulletin were needed, stop and submit as a Recall Pre-Approval Request.

IMPORTANT: Confirm whether a vehicle is eligible for an interim Recall repair before beginning work. Go to Warranty Support Center/Campaigns/Interim Recall Inquiry and enter the vehicle serial number and make.

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 / 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.

The interim letter notifying vehicle owners is included for your reference.

Copy of Interim Notice to Owners

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 Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), 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.

Certain vehicles may experience a fracture of the left tie rod ball stud resulting in a loss of vehicle control and a crash causing injury and/or property damage.

This letter is to provide important information regarding and interim remedy. DTNA is currently validating the final repair and securing parts.

Before the final remedy is available, DTNA recommends the left tie rod end be inspected by an authorized Daimler Trucks North America dealer. If the left tie rod is misaligned, a new tie rod end will be installed. If the left tie rod is aligned properly, no further action is needed until the final remedy is available. **All vehicles will require the final remedy, including those that have an interim tie rod end replacement.**

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed. **Advance arrangements are required to ensure that parts and special tooling are available at the dealership.** To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. The Recall will take approximately 30 minutes to one and a half hours depending on the repair, 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 Notice, please return the notice in the postage-paid envelope with any information you can furnish that will assist us in locating the present owner.

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, or the Customer Assistance Center at (800) 385-4357 after normal business hours. 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, 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

April 2014
FL655
NHTSA #13V-605
Transport Canada #13-423
INTERIM RECALL BULLETIN

Work Instructions

Subject: Sterling Bullet Left Tie Rod Ends

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

General Information

NOTE: The interim left tie rod inspection requires a new special alignment tool from Chrysler (this is different from the alignment tool in FL588). The lead time on this tool is approximately 5-6 weeks. When the tool becomes available, Chrysler will send one to your dealership at no cost. In the meantime, Warranty Campaigns will approve subletting this repair to a Chrysler dealership.

NOTE: Advance arrangements are required from the customer in order for you to confirm your dealership has received the special alignment tool or to contact a Chrysler dealership for subletting.

Tie Rod Alignment Check

1. Park the vehicle on a drive-on type hoist with the front wheels in the straight ahead position, shut down the engine, and set the parking brake. Chock the tires.
2. Install special tool 2015100020 hand-tight onto the left tie rod as shown in **Fig. 1**.

If the bottom face of the tie rod is flush against the tool, the tie rod is properly aligned—remove the special tool and go to the last step in these instructions.

If the bottom face of the tie rod is not flush against the tool, go to the "Tie Rod Replacement and Alignment" section of these instructions.

Tie Rod Replacement and Alignment

1. Raise the front of the vehicle so the steer axle tires are off the ground, and support the vehicle with jack stands.
2. Remove the left front wheel.
3. Loosen the left tie-rod adjuster clamp nut and bolt; see **Fig. 2**.
4. Apply Mopar Rust Penetrant (P/N 04318039AC), or equivalent, to the threads on the tie-rod end.
5. Remove the castle nut and cotter pin from the tie-rod end and discard them.
6. Remove the tie rod from the steering knuckle. (Chrysler's Special Tool #8677 from recall FL588 is recommended, but not required.) See **Fig. 3**.

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

7. While counting the number of turns, unscrew the tie-rod end from the drag link. Discard the tie-rod end. See **Fig. 2**.
8. Apply a light coat of Mopar Anti-Seize Lubricant (P/N 05012249AB), or equivalent, to the threads of the new tie-rod end.
9. Making the same number of turns used to remove the tie-rod end, 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.

April 2014
FL655
NHTSA #13V-605
Transport Canada #13-423
INTERIM RECALL BULLETIN

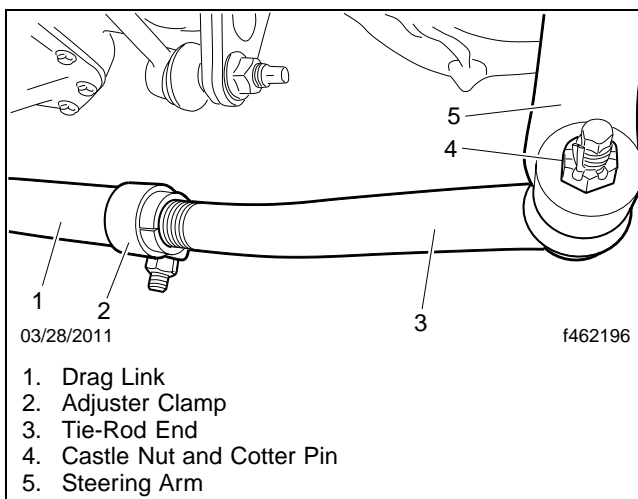


03/28/2014

f330283

1. Adjuster Clamp, Left Tie Rod
2. Left Tie Rod
3. Special Tool 2015100020

Fig. 1, Left Tie-Rod Alignment

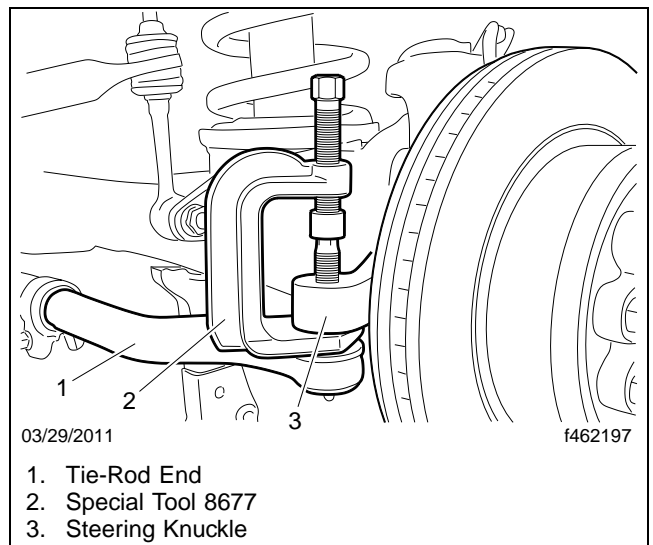


03/28/2011

f462196

1. Drag Link
2. Adjuster Clamp
3. Tie-Rod End
4. Castle Nut and Cotter Pin
5. Steering Arm

Fig. 2, Tie-Rod End Assembly



03/29/2011

f462197

1. Tie-Rod End
2. Special Tool 8677
3. Steering Knuckle

Fig. 3, Tie-Rod End Removal

April 2014

FL655

NHTSA #13V-605

Transport Canada #13-423

INTERIM RECALL BULLETIN

10. Clean the tapered bore in the steering knuckle with Mopar Brake Cleaner (P/N 04897150AB), or equivalent.
11. Remove any grease or dirt from the tie-rod end stud.
12. Place the tie-rod end stud in the steering knuckle bore and install the new castle nut from the kit. 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.

13. 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 from the kit into the ball stud and nut, then lock the cotter pin in place.
14. Snug the adjuster clamp bolt on the tie-rod end.

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

15. Using a grease gun, grease the right and left tie-rod ends through the grease fittings.
16. Install the left front wheel. Tighten the wheel lug nuts 148 lbf·ft (200 N·m).
17. Lower the steer tires to the ground and move the vehicle to an appropriate alignment rack.
18. 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
19. Set the toe and center the steering wheel following the alignment rack manufacturer's instructions.
20. Install special tool 2015100020 onto the left tie rod as shown in **Fig. 1** and hand-tighten it until the bottom face of the tie rod is flush against the tool.
21. Tighten the left tie rod adjuster clamp nut and bolt to 66 lbf·ft (90 N·m).
22. Remove the special alignment tool from the left tie rod.

Do NOT install a completion sticker. The completion sticker will be installed during the final repair.
23. Remove the chocks from the tires.