

Copy of Letter to Owner
Subject: Motor Mount Bracket Bolts

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF405A to modify specific Freightliner Custom Chassis B2 school bus chassis, MB shuttle bus chassis, S2 shuttle bus chassis, and MT45 / MT55 step vans manufactured between March 3, 2008, and August 13, 2008, with Cummins ISB engines.

Certain vehicles may have been built with motor mount bracket bolts that weren't adequately torqued.

The motor mount bracket bolts will be inspected and existing bolts will be retorqued. Any missing bolts will be replaced.

Parts are now available for authorized dealers to order. Contact your authorized dealer to arrange to have the campaign performed as soon as possible and to ensure that parts are available at the dealership. To locate a dealer, search online at www.FreightlinerCustomChassis.com or www.FreightlinerTrucks.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to Field Service Campaign **SF405A** and your vehicle identification number. The campaign will take up to an hour depending on the work required and will be performed at no charge to you.

This Field Service Campaign will **terminate on March 31, 2010**. Please make sure your vehicle(s) is modified prior to this date. Modifications completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

IMPORTANT: When the campaign has been completed on your vehicle, please ensure that a completion sticker has been affixed to your vehicle referencing **SF405A**.

Contact the Warranty Campaigns Department at (800) 547-0712, from 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, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure