

July 2014  
FL655  
NHTSA #13V-605  
Transport Canada #13-423  
INTERIM RECALL BULLETIN  
REVISED NOTICE

## 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.

#### REVISIONS:

- The Work Instructions and Labor Allowance table have been updated to reflect a change in procedure; if the left tie rod end is found to be misaligned, it will now be adjusted rather than replaced.
- The NOTES regarding Chrysler's special alignment tool have been updated.
- Information regarding the repair date has been added to the Owl Claims for Credit section.

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, it will be adjusted. 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 adjustment or a prior 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 recall FL588). The tool was sent out to DTNA dealerships on June 25, 2014. If your dealership did not receive one, please submit a WSC ticket to the Warranty Campaigns department.

**NOTE:** Advance arrangements are required from the customer in order for you to confirm your dealership has received the special alignment tool.

### 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: • 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

July 2014

FL655

NHTSA #13V-605

Transport Canada #13-423

INTERIM RECALL BULLETIN

REVISED NOTICE

## 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 and align left tie rod end	1.0	996-0931C

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 recall FL588). The tool was sent out to DTNA dealerships on June 25, 2014. If your dealership did not receive one, please submit a WSC ticket to the Warranty Campaigns department.

**NOTE:** Advance arrangements are required from the customer in order for you to confirm your dealership has received the special alignment tool.

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

Repair dates prior to July 15, 2014:

- If your dealership replaced the left tie rod end or sublet the recall to a Chrysler dealership, submit a Recall Pre-Approval Request.
- If your dealership performed an inspection only, file a payment claim using the claim information below.

Repair dates on July 15, 2014 or after:

- 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](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.

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

# Recall Campaign

Daimler Trucks  
North America LLC

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

## 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](http://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](mailto: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](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

## 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 recall FL588). The tool was sent out to DTNA dealerships on June 25, 2014. If your dealership did not receive one, please submit a WSC ticket to the Warranty Campaigns department.

**NOTE:** Advance arrangements are required from the customer in order for you to confirm your dealership has received the special alignment tool.

#### 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 step 5 on page 6 of this bulletin.

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

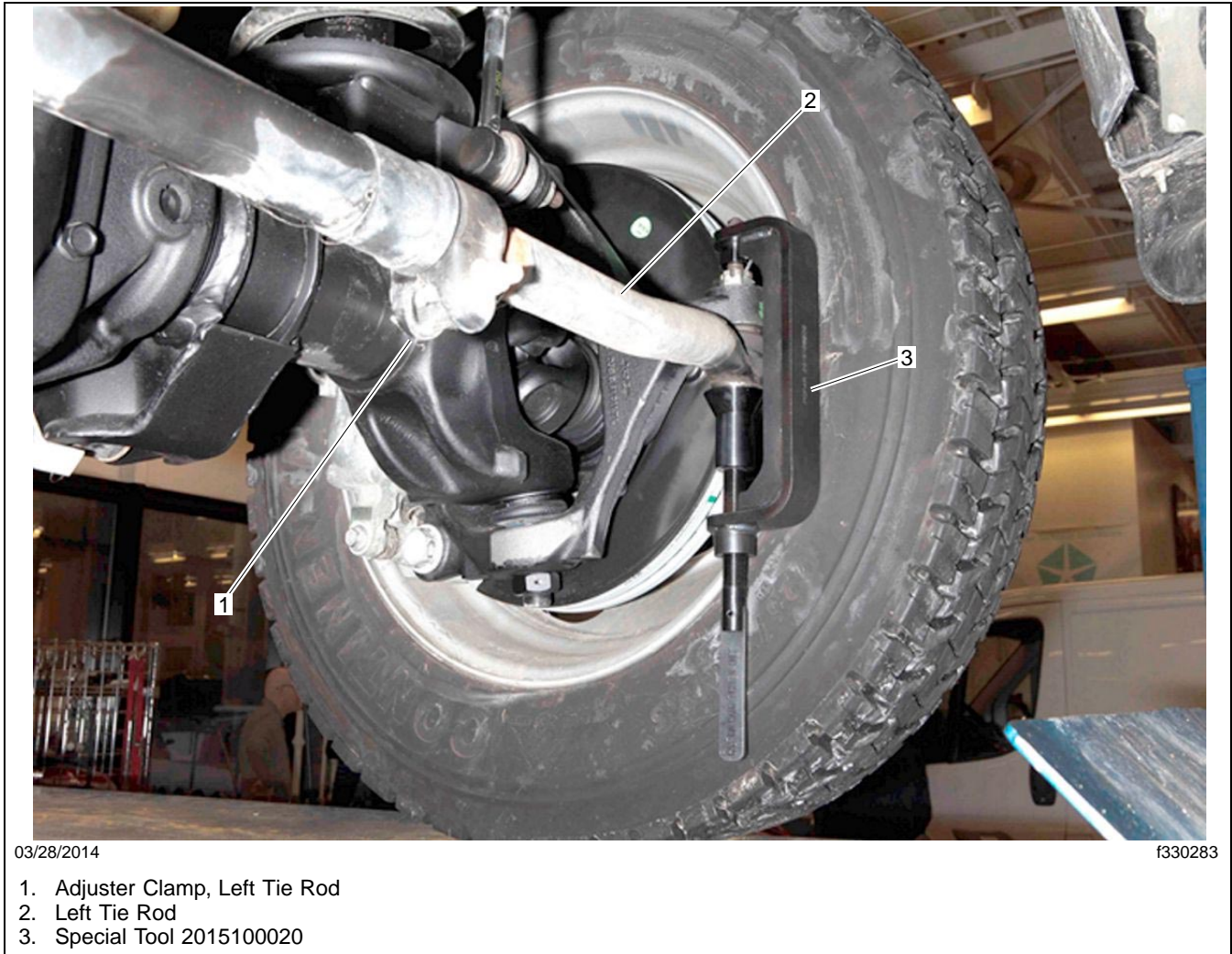
#### Tie Rod Alignment

1. 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
2. Set the toe and center the steering wheel following the alignment rack manufacturer's instructions.
3. 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.
4. Tighten the left tie rod adjuster clamp nut and bolt to 66 lbf·ft (90 N·m).

# Recall Campaign

Daimler Trucks  
North America LLC

July 2014  
FL655  
NHTSA #13V-605  
Transport Canada #13-423  
INTERIM RECALL BULLETIN  
REVISED NOTICE



**Fig. 1, Left Tie-Rod Alignment**

5. 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.
6. Remove the chocks from the tires.