

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 (FCA US LLC), has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 3,350 vehicles involved in this campaign.

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.

The steering linkage and the left and right tie rod ends will be replaced with one of new design. **Note: Vehicles that had the interim repair performed, or the left tie rod end replaced, also require the final repair.**

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 kit/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 FL655A, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL655

Campaign Number	Part Description	Part Number	Qty. per Kit
FL655A	STEERING RODS AND LINKAGE KIT	MSL CBEMN631AA	1 ea
	COMPLETION STICKER	WAR260	1 ea

Table 1

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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL655A	Replace steering rods and linkage (includes in-house toe in adjustment)	1.0	996-0931D	12-Repair Recall/Campaign
	Replace steering rods and linkage (sublet toe in adjustment)	0.4	996-0931E	

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 OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**FL655-A**).
- In the Primary Failed Part field, enter **25-FL655-000**.
- In the Parts section, enter the appropriate kit/part number(s) as shown in the Replacement Parts Table.

NOTE: If cotter pins are not included in the kit, you may include them on the claim.

- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.

NOTE: If the dealership does not have an alignment rack, the toe in adjustment can be sublet for a cost up to \$75 without a Preapproval claim. Sublets over \$75 will require an OWL Campaign Preapproval claim with the sublet invoice attached.

- The VMRS Component Code is **015-004-020** 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.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - Reimburse the customer the appropriate amount.

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IMPORTANT: 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.

For questions, 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 / 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

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North America LLC

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Copy of 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 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, on behalf of Chrysler (FCA US LLC), has decided that a defect that 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.

The steering linkage and the left and right hand tie rods ends will be replaced with one of new design.

This is the third of three notices mailed regarding the subject of campaign FL655. The final repair is ready and parts have been secured. **Vehicles that had the interim repair performed, or the left tie rod end replaced, also require the final repair.** 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 / Contact Us / Find a Dealer. The Recall will take approximately one 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, 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, 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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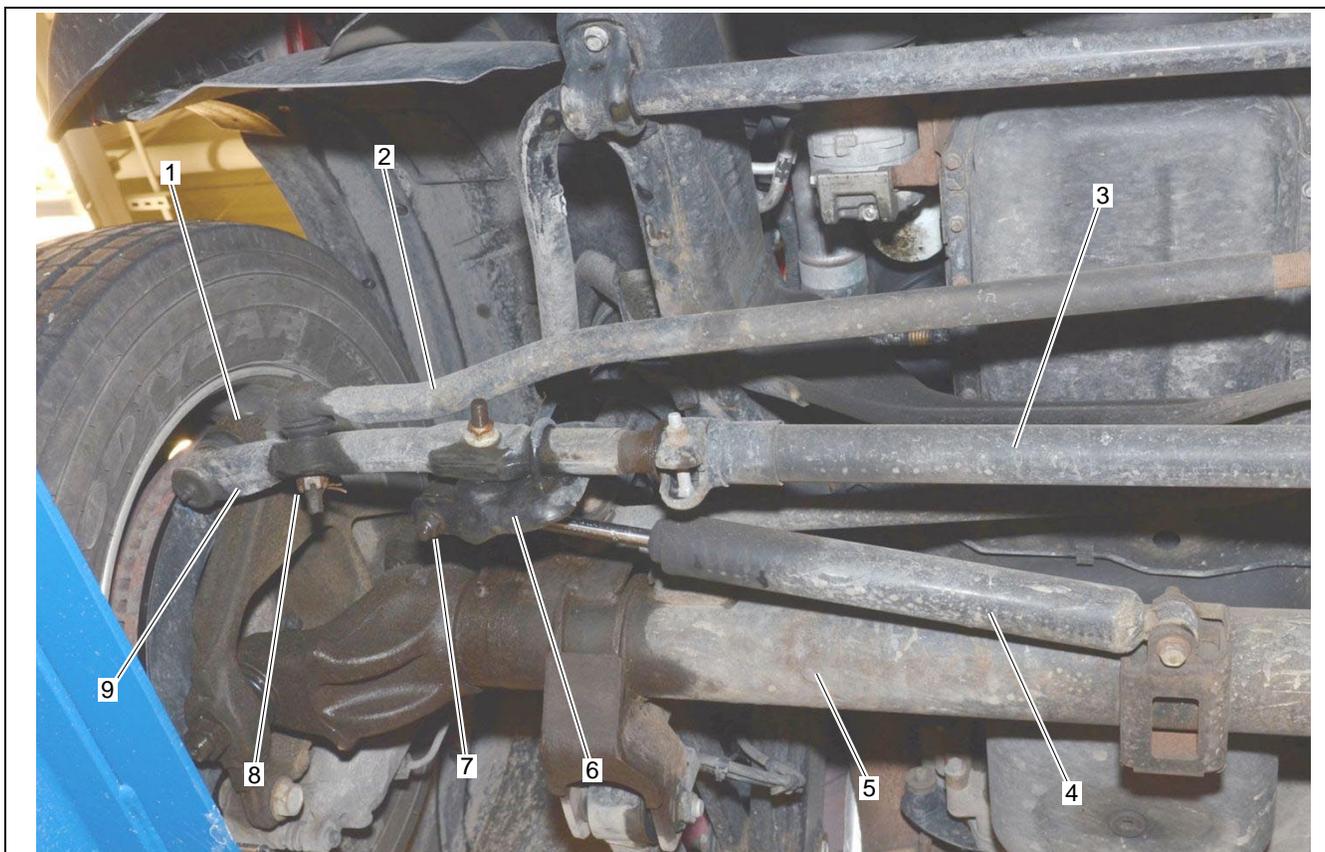
Work Instructions

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Steering Linkage Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL655 (Form WAR260) 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 work is needed. If a completion sticker is not present, proceed to the next step.
2. 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.
3. Lift the vehicle on the hoist.
4. Remove and save the steering damper nut and bolt at the steering linkage bracket. See **Fig. 1**.



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f330295

1. Right Tie Rod End Castle Nut
2. Drag Link
3. Steering Linkage

4. Steering Damper
5. Front Axle Tube
6. Steering Linkage Bracket

7. Steering Damper Nut
8. Drag Link Castle Nut
9. Right Tie Rod End

Fig. 1, Original Steering Linkage

5. Remove and save the drag link castle nut at the right tie rod end.

NOTICE

Do not allow the drag link to free-fall from the right tie rod end once disconnected. Damage to the rod end at the pitman arm may result.

6. Using Chrysler special tool 8677 or equivalent, separate the drag link from the right tie rod end.
7. Remove and save the right side tie rod-to-knuckle arm castle nut.
8. Using Chrysler special tool 8677 or equivalent, separate the right tie rod end from the right knuckle arm.
9. Remove and save the left tie rod-to-knuckle arm castle nut.
10. Using Chrysler special tool 8677 or equivalent, separate the left tie rod end from the left knuckle arm.
11. Remove and discard the steering linkage assembly.
12. Using brake cleaner or equivalent, clean the tapered holes in the steering knuckles of all grease and dirt. See **Fig. 2**.



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1. Steering Knuckle
2. Steering Knuckle Tapered Hole

Fig. 2, Steering Knuckle and Tapered Hole

Recall Campaign

Daimler Trucks
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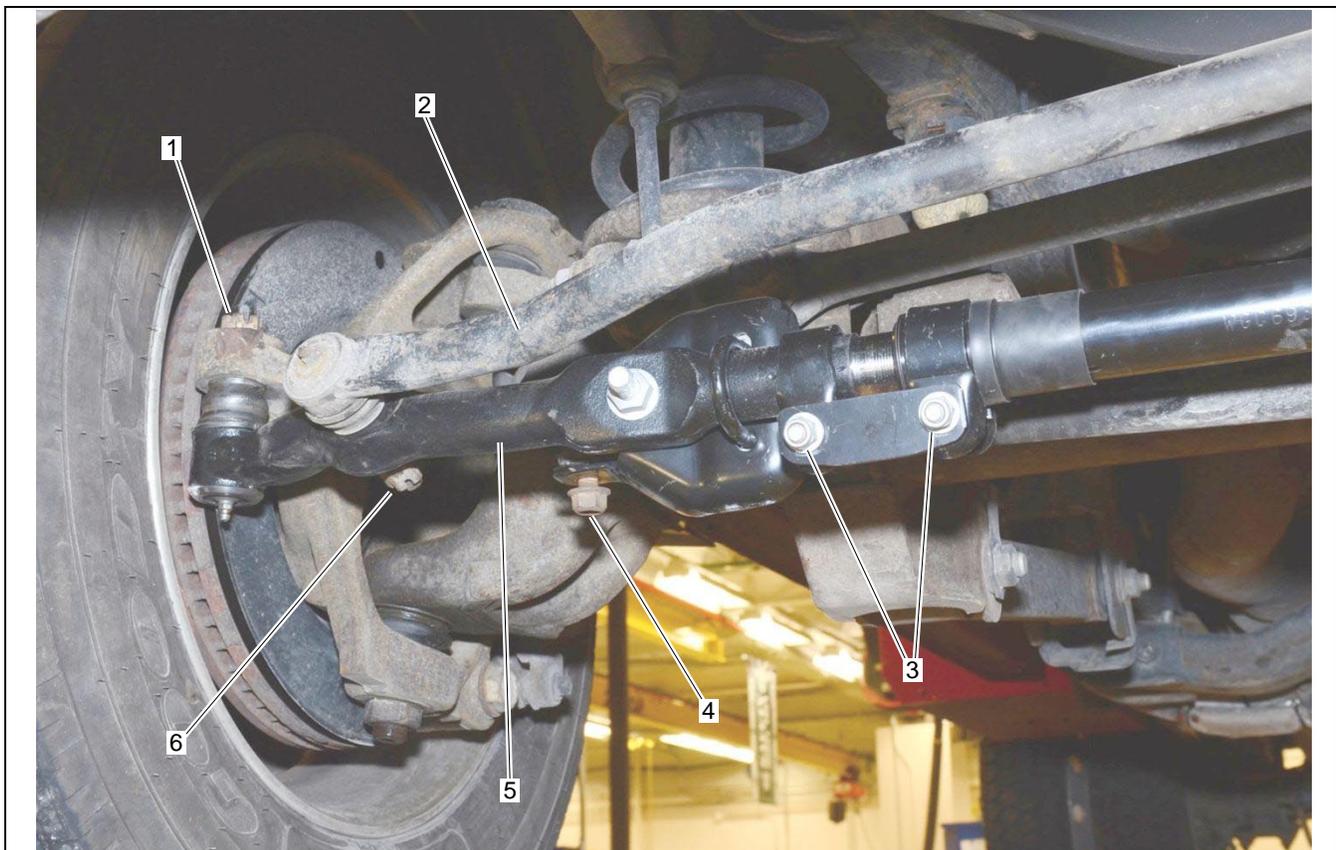
NOTICE

Use care not to damage the rubber boots during installation.

13. Place the new steering linkage into position.
14. Install the left and right tie rod castle nuts hand tight.
15. Install the original drag link to the right tie rod end and hand tighten the castle nut.
16. Place the steering damper end into the steering linkage bracket and install the retaining nut and bolt hand tight. See **Fig. 3**.
17. Tighten the left tie rod end castle nut to 75 lbf-ft (101 N·m).

IMPORTANT: If the castle nut slot does not align with the cotter pin hole in the steering linkage stud, continue tightening the castle nut until the next slot aligns with the cotter pin hole in the steering linkage stud. Never loosen the nut to align the slot in the nut with the cotter pin hole in the steering linkage stud.

18. Install a cotter pin through the left tie rod end castle nut.



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|---------------------------------------|-------------------------------------|------------------------------------|
| 1. Tie Rod End Castle Nut, Right Side | 3. Tie Rod End Adjuster Clamp Bolts | 5. Tie Rod End, Right Side |
| 2. Drag Link | 4. Steering Damper Nut And Bolt | 6. Drag Link-To-Tie Rod Castle Nut |

Fig. 3, New Steering Linkage

19. Tighten the right tie rod end castle nut to 75 lbf-ft (101 N·m).

IMPORTANT: If the castle nut slot does not align with the cotter pin hole in the steering linkage stud, continue tightening the castle nut until the next slot aligns with the cotter pin hole in the steering linkage stud. Never loosen the nut to align the slot in the nut with the cotter pin hole in the steering linkage stud.

20. Install a cotter pin through the right tie rod end castle nut.

21. Tighten the drag link-to-tie rod castle nut to 100 lbf-ft (140 N·m).

IMPORTANT: If the castle nut slot does not align with the cotter pin hole in the drag link stud, continue tightening the castle nut until the next slot aligns with the cotter pin hole in the drag link stud. Never loosen the nut to align the slot in the nut with the cotter pin hole in the drag link stud.

22. Install a cotter pin through the drag link-to-tie rod castle nut.

23. Tighten the steering damper nut and bolt to 86 lbf-ft (117 N·m).

24. Using a grease gun, grease both outer tie rod ends and the drag link ends.

25. Lower the vehicle from the hoist.

26. Place the vehicle on an alignment rack. Set the toe to $+0.20^\circ$ and center the steering wheel following the wheel alignment machine manufacturer's instructions.

NOTE: If the dealership does not have an alignment rack, the toe in adjustment can be sublet for a cost up to \$75 without a Preapproval claim. Sublets over \$75 will require an OWL Campaign Preapproval claim with the sublet invoice attached.

27. After the toe is set, tighten the tie rod end adjuster clamp bolts to 44 lbf-ft (60 N·m).

28. Align the drag link ends so they are square with the right tie rod end boss and pitman arm boss and then tighten the adjuster clamp bolts to 44 lbf-ft (60 N·m).

29. Clean a spot on the base label (Form WAR259). Write the campaign number, FL655, on a blank red completion sticker (Form WAR260) to indicate the work has been completed and attach it to the base label.