

FREIGHTLINER.
LLC

A DaimlerChrysler Company

Freightliner LLC
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Portland, OR 97208-4090
800.547.0712 Phone
503.745.9009 Fax

October 2003
FL411A
(NHTSA # 03V-227)

Subject: Fifth Wheel Bracket Pivot Pin

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicles Safety Act.

Freightliner LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiaries, Sterling Truck Corporation, and Western Star Trucks Incorporated, have decided that a defect, which relates to motor vehicle safety, exists on specific Freightliner Argosy, Business Class, Business Class M2, Century ST, Coronado, Columbia, FLD, FLD SD, Classic, Classic XL, FL112, Sterling AT9500 and Western Star 4900FA vehicles manufactured between September 3, 1999 and April 14, 2003.

The fifth wheel bracket pivot pin that connects the fifth wheel top plate to its mounting structure could develop fatigue cracks in the weld under certain loading conditions. This could lead to the separation of the fifth wheel top plate from its mounting structure without warning, possibly resulting in a crash.

The fifth wheel bracket pivot pin will be inspected and replaced, if necessary, with a newly designed pivot pin.

Repair kits are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer.

When you contact your dealer, reference recall campaign number FL411A. Once kit(s) are received at the dealership, the modification will take approximately thirty minutes and will be performed at no charge to you.

IMPORTANT: When the recall has been completed, please ensure that a sticker has been affixed to your vehicle referencing FL411A.

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, please make sure this notification is immediately forwarded to the lessee. 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.

If you are unable to have the defect remedied without charge and within a reasonable time after you tender the vehicle for repair, which is not longer than 60 days after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:30 a.m. to 4:30 p.m. Pacific Time, Monday through Friday, or e-mail WarrantyCampaigns@Freightliner.com. Contact the Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP, after normal business hours. You may also wish to notify the Administrator, National Highway Traffic Safety Administration, 400 7th Street S.W., Washington, D.C. 20590, or phone (888) 327-4236. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario, or phone (613) 993-9851.

We regret any inconvenience this action may cause, but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Freightliner LLC is a Member
of the Daimler-Benz Group



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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 Freightliner 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 Freightliner LLC dealer. If your claim is denied, you will receive a letter from Freightliner LLC with the reason(s) for the denial.

Please speak with your Freightliner LLC authorized dealer concerning this matter.