

Section 573.6 Defect Information Report
FL-411, NHTSA no. 03V-227
Supplement No.: 1

November 22, 2003

(c) (1) Manufacturer: FREIGHTLINER LLC
P.O. BOX 3849
Portland, Oregon 97208
(503) 745-5219

(c)(2) Vehicles Identification:

Model(s) affected: The complete list of affected models is
Freightliner: Coronado, Columbia, FLD, FLD SD, Classic, Classic XL, Argosy,
Business Class M2, FL112, Business Class, Century ST
Western Star: 4900FA
Sterling: AT9500

(c) (3) Total number of vehicles potentially affected: (Revise to read) 1276

(c) (9) Communications sent to dealers: 11/07/03
Communications sent to owners: 11/12/03

Subject: Fifth Wheel Bracket Pivot Pin

Models Affected: 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, 1998 and April 14, 2003.

General Information

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 the above-mentioned vehicles.

There are approximately 1,500 vehicles involved in this campaign.

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.

Work Instructions

Please refer to the attached work instructions. Prior to performing the modification, check the vehicle for a completion sticker (Form WAR260-411).

Replacement Parts

Replacement kits are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

If our records indicate your dealership has ordered any vehicle(s) involved in campaign number FL411A, a computer listing of the customers and their vehicle identification numbers is enclosed. Please refer to this list when ordering parts for this campaign.

Table 1 for FL411A.

Replacement Kit 25-FL411-000					
Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL411A	25-FL411-000	Fifth Wheel Bracket Pivot Pin Kit	SK 75014-04	1 ea	\$38.55 US \$60.65 CAN

* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recall Campaigns

Table 1

Removed Parts

Please follow the Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Recall Campaign

October 2003
FL411A
NHTSA 03V-227

Labor Allowance

Table 2 for labor allowance.

Labor Allowance				
Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL411A	Inspect pivot pin	0.1	986-0588A	000-Inspected
	Inspect, remove and replace pivot pin	0.4	986-0588B	000-Modifiedx

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 WAR260-411). 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 red blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing this recall. Please reference the following information in QuickClaim®:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and the appropriate condition code (FL411A).
- In the Primary Failed Part Number field, enter **25-FL411-000**.
- In the Parts field, enter the appropriate kit number as shown in the Replacement Part Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 838-0010A for 0.3 hours.
- **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 for this recall.)
 - Contact the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in sublet/outside purchases.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.
 - If Freightliner LLC denies a customer's request for reimbursement, the amount will be denied on your claim with a message stating this, and Freightliner LLC will send a letter to the customer with the reason(s) for the denial.

Recall Campaign

October 2003
FL411A
NHTSA 03V-227

NOTE: ServicePro®/Service Advisor® must be viewed prior to performing this recall to ensure the vehicle is involved and that the recall has not been previously completed. Also, check for a completion sticker prior to performing the recall.

Contact the Warranty Campaigns Department at (800) 547-0712 from 7:30 a.m. to 4:30 p.m. Pacific Time Monday through Friday, or e-mail WarrantyCampaigns@Freightliner.com.

To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR), to the Memphis PDC, and Canadian dealers must submit a PAR to their facing PDC. All kits must be in good condition for resale. PAR requests must include the original purchase invoice number.

The letter notifying vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (49 USC), 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. Also, any lessor is required to send a copy of the recall notification to the lessee.

Finally, the Act states that a remedy need not be provided without charge if the vehicle was bought by the first purchaser more than ten (10) calendar years before notice is given.

WARRANTY CAMPAIGNS DEPARTMENT

Recall Campaign

October 2003
FL411A
NHTSA 03V-227

Copy of Letter to Owner **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, 1998 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 90 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) 327-4238. 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

Work Instructions

Subject: Fifth Wheel Bracket Pivot Pin

Models Affected: 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.

Fifth Wheel Bracket Pivot Pin Replacement

1. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
2. Before starting the replacement procedure, check the base label (Form WAR259) on the vehicle for a completion label for FL411 indicating that this work is completed. The base label is usually located on the passenger door jamb about 12 inches (30 cm) below the door latch. If the completion label for FL411 is found, no further work is needed. Remove the chocks from the tires. If the completion label is not found, proceed to the next step.
3. Identify if the retaining pin is an old style or a new style. If it is an old style pin it will be painted black and have a flange welded onto the end. See Fig. 1. A new style pin will be a gold color in appearance, and will have a slot cut into it for a separate retainer to mount. See Fig. 2.

If the vehicle has a new style pin, no further work is required.

If the vehicle has an old style pin installed, proceed with the replacement procedure.

4. To remove the old pin assembly, bend back the tabs on the tab washer if they were bent up against the bolts.
5. Remove the bolts that attach the pivot pin.

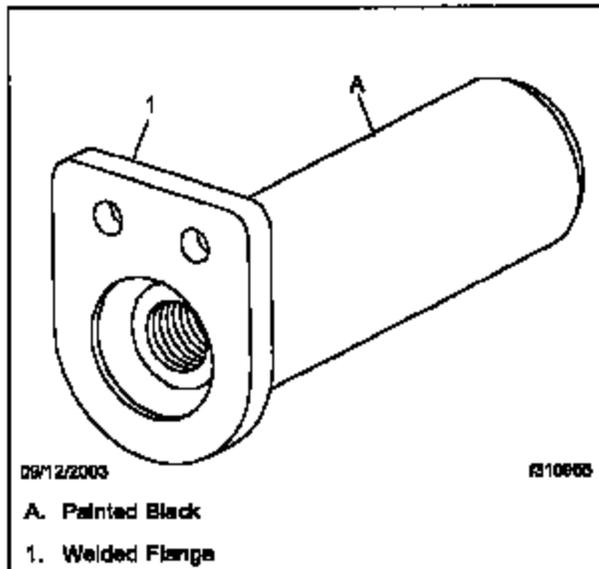


Fig. 1, Old Style Pivot Pin

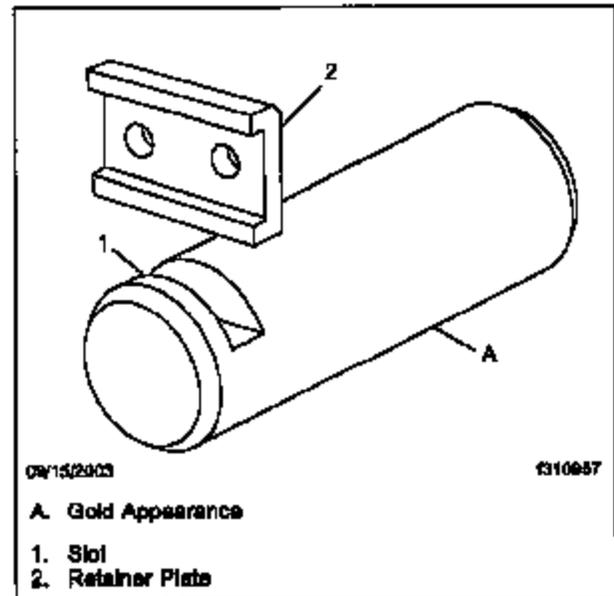


Fig. 2, New Style Pivot Pin

Recall Campaign

October 2003
FL411A
NHTSA 03V-227

6. Remove the old pivot pin from the fifth wheel.
7. Insert a new pivot pin from the replacement kit into the fifth wheel. Make sure the slot is toward the outside and facing up.
8. Orient the retainer plate with the extrusion facing outwards and the chamfer at the top, then install it into the slot in the pivot pin. See Fig. 3. Use a rubber or wooden mallet to tap the pin and retainer snug against the fifth wheel top plate.
9. Place a tab washer over the retainer plate, then thread the two new 3/8-inch bolts from the repair kit into the holes.
10. Tighten the bolts to 28 lbf-ft (38 N-m).
11. Bend the tab washer over each bolt.
12. Repeat steps 1 thru 5 for the other side.
13. Clean a spot on the base label (Form WAR259). Attach a completion label for recall FL411 to the base label.
14. Remove the chocks from the tires.

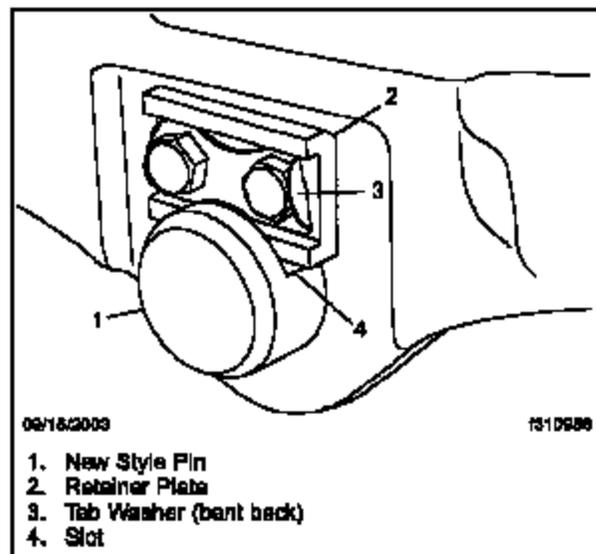


Fig. 3, Pivot Pin Installation



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Freightliner LLC
P.O. Box 4060
Portland, OR 97208-4060
800.547.0712 Phone
503.745.9000 Fax

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FL411A
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Subject: Fifth Wheel Bracket Pivot Pin

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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.

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Enclosure

Freightliner LLC is a member
of the Daimler-Benz Group



Freightliner LLC
P.O. Box 4060
Portland, OR 97208-4060
800.547.0712 Phone
803.745.9009 Fax

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.