

Copy of Letter to Owner

Subject: ArvinMeritor Front Axles with SKF Unlized Hubs

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 wholly owned subsidiaries, Sterling Truck Corporation and Western Star Trucks Incorporated, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Century, Columbia, Argosy, FLB, FLD, and Business Class; Sterling A/L-Line, Acterra; Western Star 4900; and Freightliner Custom Chassis F865, XC, and MT55 vehicles manufactured with Meritor MFS-12-143D, FF-981, FF982, and FF-983 front axles which include unlized hub units. The vehicles mentioned above were manufactured within the following dates: August 20, 1998 through November 20, 1998; February 16, 1999 through October 18, 1999; April 4, 2000 through April 19, 2000; February 22, 2001 through October 22, 2001 and January 24, 2002.

Premature spalling of the bearings in the hubs can lead to a breakdown of the bearing, causing loosening of the wheel assembly. This could result in a fire or vehicle crash without prior warning.

The modification consists of removing and replacing both front axle hubs.

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 **FL407AB**. Once kit(s) are received at the dealership, the modification will take approximately one hour and 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 **FL407AB**.

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

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.

Recall Campaign

September 2003
FL407AB
NHTSA 03V-112

Work Instructions

Subject: ArvinMeritor Front Axles with SKF Unitized Hubs

Models Affected: Specific Freightliner Century, Columbia, Argosy, FLB, FLD, and Business Class; Sterling A/L-Lines, Acterra; Western Star 4900; and Freightliner Custom Chassis FS65, XC, and MT55 vehicles manufactured with Meritor MFS-12-143D, FF-981, FF982, and FF-983 front axles which include unitized hub units. The vehicles mentioned above were manufactured within the following dates: August 20, 1998 through November 20, 1998; February 16, 1999 through October 18, 1999; April 4, 2000 through April 19, 2000; February 22, 2001 through October 22, 2001 and January 24, 2002.

Procedure

1. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
2. Check the "base" label (Form WAR259) on the vehicle for a completion sticker for FL407 indicating this work has been done. The "base" label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch.
3. If a completion sticker is found, no further work is needed.
4. If a completion sticker is not found, go to the next step.
5. Place an axle jack under the middle of the front axle, and raise the vehicle just enough to take the weight off the tires. Make sure the tires are still on the ground.
6. Loosen the wheel nuts on both front tire and wheel assemblies.

WARNING

Never work under or around a vehicle that is supported only by jacks. Jacks can slip, causing the vehicle to fall, resulting in possible death, serious injury or component damage. Always support the vehicle with adequate safety stands.

7. Raise the front of the vehicle and support it with safety stands.
8. Remove the tire and wheel assemblies.
9. Back off the slack adjusters to release the brake shoes.
10. Remove the front brake drums.
11. Remove the front hubs.
 - 11.1 On one side of the vehicle, remove and discard the hub cap.
 - 11.2 Remove and discard the outer locknut, tabbed washer (or flatwasher), the inner locknut, and the D-washer.
 - 11.3 Remove the hub from the axle spindle.
 - 11.4 If present, remove the O-ring from the axle spindle. Check the axle spindle and clean it as needed.
 - 11.5 Repeat the procedure on the other side of the vehicle.

12. Install the new hubs from the kit.
 - 12.1 On one side of the vehicle, apply grease from the kit to a new O-ring, and install it as far as possible onto the axle spindle.
 - 12.2 Install the new hub straight onto the axle spindle, being careful not to damage the spindle threads.
 - 12.3 With the hub mounted on the axle spindle, install the new inner D-washer, then the inner locknut. Tighten 600 lbf-ft (813 N-m) while rotating the hub at least five times.

NOTE: The inner and outer locknuts are identical, but their torque values are different.

 - 12.4 Install the new tabbed washer.
 - 12.5 Bend one of the tabs of the washer over the flat of the inner locknut.
 - 12.6 Install the outer locknut and tighten it 250 lbf-ft (339 N-m).
 - 12.7 Bend an opposing tab of the tabbed washer over a flat of the outer locknut.
 - 12.8 Repeat the procedure on the other side of the vehicle.
13. Install the brake drums.
14. Adjust the slack adjusters.
15. Install the wheel and tire assemblies. Tighten the wheel nuts 100 lbf-ft (136 N-m).
16. Raise the vehicle, remove the jackstands, then lower the vehicle.
17. Tighten the wheel nuts 500 lbf-ft (678 N-m).
18. Install the new hub caps.
 - 18.1 Apply the sealant from the kit to threads of a new hub cap.
 - 18.2 Install the hub cap by hand until it is seated.
 - 18.3 Using a torque wrench, tighten the hub cap 350 lbf-ft (475 N-m).
 - 18.4 Repeat the procedure on the other side of the vehicle.
19. Clean a spot on the "base" label (Form WAR259). The "base" label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. Attach a completion sticker for campaign FL407 to the base label.
20. Remove the chocks from the tires.