

## Subject: AirLiner® Suspension

**MODELS AFFECTED:** Freightliner Century Class, FLD, Argosy, Business Class, Sterling A-Line and L-Line, and Freightliner Custom Chassis school bus and shuttle bus model vehicles manufactured with AirLiner® suspensions between December 1, 1999, and February 17, 2000.

### GENERAL INFORMATION

Freightliner LLC, on behalf of its Freightliner Trucks Division and its wholly-owned subsidiaries, Sterling Truck Corporation and Freightliner Custom Chassis Corporation, has determined that a defect which relates to motor vehicle safety exists on the above-mentioned vehicles.

There are approximately 15,072 vehicles involved in this campaign.

The rear suspension springs may fracture through the center bolt hole when subjected to stress due to higher than specified hardness of the springs. If the fracture remains undetected, the springs may separate from the vehicle, resulting in hazardous road debris. Vehicle control should not be affected.

The modification consists of inspecting all rear suspension springs and replacing any damaged springs.

### WORK INSTRUCTIONS

Please refer to the attached work instructions.

### 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. Replace only those springs showing signs of damage. Each leaf spring assembly must be ordered separately.

If your dealership has ordered any vehicle(s) involved in campaign number FL255A-C, a computer listing of the customers and vehicle identification numbers will be enclosed. Please refer to this list when ordering parts for this recall.

Refer to Table for FL255A left side replacement kit 25-FL255-000.

#### 25-FL255-000 (Low Ride, Left Side)

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL255A	25-FL255-000	Leaf Spring Assembly	16-14862-000	1	\$231.33 U.S. \$382.10 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

# Recall Campaign

July 2000  
FL255A-C  
(DDV-081)

Refer to Table 2 for FL255A right side replacement kit 25-FL255-001.

## 25-FL255-001 (Low Ride, Right Side)

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL255A	25-FL255-001	Leaf Spring Assembly	16-14882-001	1	\$231.33 U.S. \$362.10 CAN

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

Table 2

Refer to Table 3 for FL255B left side replacement kit 25-FL255-002.

## 25-FL255-002 (Standard Height, Left Side)

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL255B	25-FL255-002	Leaf Spring Assembly	A16-13999-000	1	\$266.34 U.S. \$473.02 CAN

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

Table 3

Refer to Table 4 for FL255B right side replacement kit 25-FL255-003.

## 25-FL255-003 (Standard Height, Right Side)

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL255B	25-FL255-003	Leaf Spring Assembly	A16-13999-001	1	\$266.34 U.S. \$473.02 CAN

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

Table 4

Refer to Table 5 for FL255C left side replacement kit 25-FL255-004.

## 25-FL255-004 (Extra Duty, Left Side)

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL255C	25-FL255-004	Dual Leaf Spring Assembly	A16-13999-002	1	\$299.47 U.S. \$484.72 CAN

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

Table 5

Refer to Table 6 for FL255C right side replacement kit 25-FL255-005.

**25-FL255-005 (Extra Duty, Right Side)**

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL255C	25-FL255-005	Dual Leaf Spring Assembly	A16-13999-003	1	\$298.47 U.S. \$494.72 CAN

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

Table 6

## REMOVED PARTS

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

## LABOR ALLOWANCE

Refer to Table 7 for labor allowance.

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL255A-C	Inspect all leaf spring assemblies (2 or 4)	0.4	996-0346A	000-Inspected
	Inspect all assemblies. Remove/replace one leaf spring assembly, alignment check.	2.7	996-0346B	000-Modifiedx
	Inspect all assemblies. Remove/replace two leaf spring assemblies, alignment check.	4.5	996-0346C	000-Modifiedx
	Inspect all assemblies. Remove/replace three leaf spring assemblies, alignment check.	6.2	996-0346D	000-Modifiedx
	Inspect all assemblies. Remove/replace four leaf spring assemblies, alignment check.	7.9	996-0346E	000-Modifiedx

Table 7

**IMPORTANT:** When the modification has been completed, attach a completion sticker to the vehicle (Form W-147) referencing the modification number and date the work was performed.

## CLAIMS FOR CREDIT

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system. Please reference the following information in QuickClaim:

- Claim type is Recall.
- In the FSDOC field, use the campaign number and the appropriate condition code (e.g. FL255A, FL255B, etc.).
- In the Primary Failed Part Number Field, use 25-FL255-000.
- In the Parts Field, use the appropriate kit number(s) as shown shown in the Replacement Parts Tables.

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

# Recall Campaign

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July 2000  
FL265A-C  
(00V-081)

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:30 p.m. Pacific Time, or the Customer Assistance Center at (503) 735-7877, after normal business hours, if you have any questions or need additional information.

To return excess kit inventory related to this campaign, please submit a Parts Authorization Return (PAR), to the Memphis PDC. Canadian dealers should return the kits to their facing PDC. All kits must be in resaleable condition. 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 eight (8) calendar years before notice is given.

**WARRANTY CAMPAIGNS DEPARTMENT**

## Copy of Letter to Owner Subject: AirLiner® Suspension

Dear (Involved Brands) Vehicle Owner:

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 (Involved brands), has determined that a defect which relates to motor vehicle safety exists on (specific model vehicles) manufactured with AirLiner® suspensions between December 1, 1999, and February 17, 2000.

The rear suspension springs may fracture through the center bolt hole when subjected to stress due to higher than specified hardness of the springs. If the fracture remains undetected, the springs may separate from the vehicle, resulting in hazardous road debris. Vehicle control should not be affected.

The modification consists of inspecting all rear suspension springs and replacing any damaged springs.

Repair kits are now available for authorized dealers to order. An initial inspection of the spring leaf assemblies may be required prior to ordering parts. Contact your authorized dealer to arrange to have your vehicle(s) modified. When you contact your dealer, reference campaign number FL255A-C. Once kit(s) are received at the dealership, the modification will take approximately 7.9 hours and will be performed at no charge to you.

**IMPORTANT:** When the modification has been completed, please ensure that a sticker has been affixed to the vehicle referencing **FL255A-C** and the date the work was performed.

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 are unable to have the defect remedied without charge and within a reasonable time after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:30 p.m. Pacific Time, or the Customer Assistance Center at (800) FTL-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 (800) 424-9393. 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

# Recall Campaign

**FREIGHTLINER**  
LLC

A DaimlerChrysler Company

July 2000  
FL265A-C  
(00V-061)

## Work Instructions

### Subject: AirLiner<sup>®</sup> Suspension

**MODELS AFFECTED:** Freightliner Century Class, FLD, Argosy, Business Class, Sterling A-Line and L-Line, and Freightliner Custom Chassis school bus and shuttle bus model vehicles manufactured with AirLiner<sup>®</sup> suspensions between December 1, 1999, and February 17, 2000.

### AirLiner Springs Replacement

1. Park the vehicle on a level surface, shut down the engine, apply the parking brakes, and chock the rear tires.
2. Check the passenger-side door jamb about 18 inches (45.72 cm) above the handle of the vehicle for a completion sticker (Form W-147). Check the modification number and the date the work was performed. If the completion sticker is found and it pertains to this campaign, no further work is needed. Remove the chocks from the rear tires.  
  
If a sticker is not found, proceed to the next step.
3. Inspect both the upper and lower spring surfaces at the center bolt area for cracks.

### WARNING

Do not replace individual leaves of a damaged dual-leaf spring assembly. Replace the complete spring assembly. Visible damage (cracks or breaks) to one leaf causes hidden damage to other leaves. Replacement of only the visibly damaged parts is not assurance that the spring is safe. Failure to replace a damaged spring assembly could cause an accident resulting in serious personal injury or property damage.

4. If cracks are found, replace the spring/spring assembly with the same part number that was originally installed, using the leaf spring replacement procedure in the applicable service/workshop manual:
  - *Century Class Trucks Workshop Manual, Section 32.04;*
  - *Heavy-Duty Trucks Service Manual, Section 32.05;*
  - *Business Class Trucks Service Manual, Section 32.02;*
  - *A-Line/L-Line Workshop Manual, Section 32.07.*
  - *School Bus Chassis Workshop Manual, Section 32.02.*

**NOTE:** Use the *School Bus Chassis Workshop Manual* for MB model shuttle buses.

5. If a spring/spring assembly is replaced, test drive the vehicle for at least 50 yards and inspect the springs for cracks or breakage.
6. Clean an area on the passenger's door jamb and attach a completion sticker (Form W-147). The sticker should reference the modification number and the date the work is performed.
7. Remove the chocks from the tires.