

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 7.8 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) 424-8393. 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) 963-9851.

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
FL266A-C
(00V-081)

Work Instructions

Subject: AirLiner® Suspension

MODELS AFFECTED: Freightliner Century Class, FLD, Argooy, 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.

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.