

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Thomas Built Bus Dealers – U.S. and Canada
Export Distributors
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT
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If you have questions about this Letter, please submit your inquiry on the Web at:
[AccessFreightliner.com / Support / My Tickets and Submit an Inquiry](http://AccessFreightliner.com/Support/MyTicketsandSubmitanInquiry)

REF #: ICI14-0104
Effective: 08/30/13
Release: 01/31/14

SUBJECT: Campaign Claims for Detroit Axle

This letter is further to ICI13-009 regarding the transition of campaigns involving Detroit Axle products to Detroit Diesel. The list below outlines which campaigns are affected.

- FL467A-F AAC Front Axle I-Beams
- FL483A FCCC Front Axle Tie Rod Thread Engagement
- FL501AB AAC Front Axle Tie Rod And Steering Arm Fasteners
- FL527B (Only) Medium Duty Axle Spindle Nuts
(FL527A will continue to be claimed to DTNA in the OWL system)
- FL629A-F Detroit Axle Front Axle Knuckles

(Note: SF471AB, Detroit Axle Driver-Controlled Differential Locks, terminated on 10/31/13 and instructions are not provided.)

For your reference, the following pages have Detroit Diesel's instructions for submitting claims for these campaigns.

Please submit all claims for these campaigns to Detroit Diesel. **For assistance, please contact the DDC Customer Service Network (DDCSN).** To locate bulletins for these campaigns, go to DDCSN | Warranty | Recalls/Modifications and choose the component (engine, transmission, or axle), then the specific campaign.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

January 2014

Notice from Detroit Diesel Concerning Recall FL467A-F

Daimler Trucks North America has transitioned the administration and claim payment of all warranty and recall claims involving an Axle Alliance Company product, now known as Detroit Axle, over to Detroit Diesel. Recall FL467A-F is one of the active recalls that has been transitioned. Below is information that is relevant to recall FL467A-F. All information regarding General information, Units involved, Additional Repairs, Work Instructions and Replacement Parts all stays the same.

This recall, as written by Daimler Trucks North America LLC is intended to be completed by authorized DTNA dealers and some qualified direct warranty customers. **Detroit Diesel distributors are not authorized to perform this recall.**

The Claims for Credit section of the Recall Bulletin does change as claims for reimbursement for completion of work performed to an Axle Alliance, Detroit Axle related to FL467A-F will now be submitted to Detroit Diesel using the Detroit Warranty System.

Key points to know / understand.

- Part numbers for use in the repair of this recall are active and priced in the Detroit Warranty System.
- Labor operation numbers shown in the bulletin tables stay the same. These operation numbers are established and ready for use in the Detroit Warranty System.
- Axle serial numbers that are part of the recall FL467A-F are identified in the Detroit Warranty System unit files with the appropriate alert identifying an open recall. Note, as with all recalls identified on a Detroit Diesel product unit file, once the recall is completed the alert is turned off. Further information relative to the recall completion can be seen under the modification field of the unit file.
- Mark- up percent on parts stays the same as formerly reimbursed under DTNA
- The following page 4/5 changes to the recall bulletin apply.

Claims for Credit (Please note applicable changes in red)

You will be reimbursed for your parts, labor and handling by submitting your claim through the **Detroit Warranty** system within 30 days of completing this campaign. Please reference the following information **in the Detroit Warranty System**.

Claim type is recall **type 04**

In the **claim modification field** enter the **recall** number **FL467A, FL467B, FL467C, FL467D, FL467E, or FL467F**.

In the Primary Failed Part Number field, enter 25-FL467-000. **The fault type is ZZ**

In the parts field enter the appropriate kit number(s) as shown in the Replacement Parts Tables.

IMPORTANT: Not all axles require replacement. The replacement axles cannot be ordered for stock because they are specific to individual vehicles or to small groups of vehicles. When the inspection indicates that an axle must be replaced, order the appropriate kit with the vehicle serial number. Expedited freight may be included on your claim when necessary.

When an axle is replaced, the I-beam must be destroyed by cutting with a torch near the ID tag (If it is present). Take a digital photo of the cut beam that includes the ID tag and be prepared to provide it upon request. If the ID tag is not present, the photo should show that the I-beam has been destroyed.

When an axle is replaced the replacement axle serial number must be supplied in the New Unit S/N field of the Detroit Warranty Claim

When it is necessary to replace U-bolts, high nuts, and wheel seals, these may be included on the recall claim as miscellaneous parts **(Net item P)**

In the labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time enter **SRT 939-6010A** for 0.4 hours for RV's or 0.3 hours for all other vehicles.

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 Detroit Diesel via the Warranty Inquiry System for a decision and field authorization number.

Include the approved amount on your claim as **a net item S (sublet amount)**

Place the field authorization number in the authorization field of the claim. Indicate in the claim narrative that the claim includes a reimbursement request.

Attach the documentation supplied by the customer to the claim.

When your claim is paid, reimburse the customer the appropriate amount.

Important, the **Detroit Warranty System Unit Data screen** must be viewed prior to performing the recall to ensure the vehicle is involved and the **recall** has not been previously completed. Also, check for a completion sticker prior to beginning work.

Please contact the Detroit Diesel Customer Support Center at 800-445-1980 or email CSC@daimler.com if you have any questions.

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

All information supplied to the owner in the Owner Notification Letter applies.

January 2014

Notice from Detroit Diesel Concerning Recall FL483A

Daimler Trucks North America has transitioned the administration and claim payment of all warranty and recall claims involving an Axle Alliance Company product, now known as Detroit Axle, over to Detroit Diesel. The recall listed above is one of the active recalls that has been transitioned. Below is information that is relevant to recall FL483A.

All information regarding General information, Units involved, Additional Repairs, Work Instructions and Replacement Parts all stays the same.

This recall, as written by Daimler Trucks North America LLC is intended to be completed by authorized DTNA dealers and some qualified direct warranty customers. **Detroit Diesel distributors are not authorized to perform this recall.**

The Claims for Credit section of the Recall Bulletin does change as claims for reimbursement for completion of work performed to an Axle Alliance, Detroit Axle related to FL483A will now be submitted to Detroit Diesel using the Detroit Warranty System.

Key points to know / understand.

- The Kit number for use in the repair of this recall is active and priced in the Detroit Warranty System.
- Labor operations numbers shown in the bulletin tables stay the same. These operation numbers are established and ready for use in the Detroit Warranty System.
- Axle serial numbers that are part of this recall FL483A are identified in the Detroit Warranty System unit files with the appropriate alert identifying an open recall. Note, as with all recalls identified on a Detroit Diesel product unit file, once the recall is completed the alert is turned off. Further information relative to the recall completion can be seen under the modification field of the unit file.
- Mark- up percent on parts stays the same as formerly reimbursed under DTNA.
- The following page2 / 3 changes to the recall bulletin apply.

Claims for Credit (Please note applicable changes in red)

You will be reimbursed for your parts, labor, and handling by submitting your claim through the **Detroit Warranty** system within 30 days of completing this campaign. Please reference the following information **in the Detroit Warranty System**.

Claim type is recall **type 04**

In the **claim modification field** enter the **recall** number **FL483A**

In the Primary Failed Part Number field, enter 25-FL483-000. **The fault type is ZZ**

In the parts field enter the appropriate kit number(s) as shown in the Replacement Parts Table. **Please order kit 25-SF332-000 for this repair.**

In the labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT **939-6010A** for 0.4 hour for RVs.

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 Detroit Diesel via the Warranty Inquiry System for a decision and field authorization number.

Include the approved amount on your claim as **a net item S (sublet amount)**

Place the field authorization number in the authorization field of the claim. Indicate in the claim narrative that the claim includes a reimbursement request.

Attach the documentation supplied by the customer to the claim.

When your claim is paid, reimburse the customer the appropriate amount.

Important, the Detroit Warranty System Unit Data screen must be viewed prior to performing the recall to ensure the vehicle is involved and the **recall** has not been previously completed. Also, check for a completion sticker prior to beginning work.

Please contact the Detroit Diesel Customer Support Center at 800-445-1980 or email CSC@daimler.com if you have any questions.

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

All information supplied to the owner in the Owner Notification Letter applies.

January 2014

Notice from Detroit Diesel Concerning Recall FL501AB

Daimler Trucks North America has transitioned the administration and claim payment of all warranty and recall claims involving an Axle Alliance Company product, now known as Detroit Axle, over to Detroit Diesel. The recall listed above is one of the active recalls that has been transitioned. Below is information that is relevant to recall FL501AB.

All information regarding General information, Units involved, Revisions, Additional Repairs, Work Instructions and Replacement Parts all stays the same.

This recall, as written by Daimler Trucks North America LLC is intended to be completed by authorized DTNA dealers and some qualified direct warranty customers. **Detroit Diesel distributors are not authorized to perform this recall.**

The Claims for Credit section of the Recall Bulletin does change as claims for reimbursement for completion of work performed to an Axle Alliance, Detroit Axle related to FL501AB will now be submitted to Detroit Diesel using the Detroit Warranty System.

Key points to know / understand.

- Kit numbers for use in the repair of this recall are active and priced in the Detroit Warranty System.
- Labor operations numbers shown in the bulletin tables stay the same. These operation numbers are established and ready for use in the Detroit Warranty System.
- Axle serial numbers that are part of this recall FL501AB are identified in the Detroit Warranty System unit files with the appropriate alert identifying an open recall. Note, as with all recalls identified on a Detroit Diesel product unit file, once the recall is completed the alert is turned off. Further information relative to the recall completion can be seen under the modification field of the unit file.
- Mark- up percent on parts stays the same as formerly reimbursed under DTNA
- The following page 3 changes to the recall bulletin apply.

Claims for Credit (Please note applicable changes in red)

You will be reimbursed for your parts, labor, and handling by submitting your claim through the **Detroit Warranty** system within 30 days of completing this campaign. Please reference the following information **in the Detroit Warranty System**.

Claim type is recall **type 04**

In the **claim modification field** enter the **recall** number **FL501A or FL501B**

In the Primary Failed Part Number field, enter 25-FL501-000. **The fault type is ZZ**

In the parts field enter the appropriate kit number(s) as shown in the Replacement Parts Table. All vehicles require a kit, however, because so few steering arms will require replacement, when needed, please refer to PartsPro for the appropriate part number of the steering arm for the specific vehicle.

In the labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT **939-6010A** for 0.4 hour for RVs or 0.3 hours for all other vehicles. Note: When replacing a steering arm, list both SRTs on the claim. Fewer than 1 percent are expected to need a steering arm replacement.

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.

Contact Detroit Diesel via the Warranty Inquiry System for a decision and field authorization number.

Include the approved amount on your claim as a net item S (sublet amount)

Place the field authorization number in the authorization field of the claim. Indicate in the claim narrative that the claim includes a reimbursement request.

Attach the documentation supplied by the customer to the claim.

When your claim is paid, reimburse the customer the appropriate amount.

Important, the **Detroit Warranty System Unit Data screen** must be viewed prior to performing the recall to ensure the vehicle is involved and the **recall** has not been previously completed. Also, check for a completion sticker prior to beginning work.

Please contact the Detroit Diesel Customer Support Center at 800-445-1980 or email CSC@daimler.com if you have any questions.

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

All information supplied to the owner in the Owner Notification Letter applies.

January 2014

Notice from Detroit Diesel Concerning Recall FL527AB

Daimler Trucks North America has transitioned the administration and claim payment of all warranty and recall claims involving an Axle Alliance Company product, now known as Detroit Axle, over to Detroit Diesel. A portion, FL527B of the recall listed above is one of the active recalls that has been transitioned. Below is information that is relevant to recall FL527B.

All information regarding General information, Units involved, Revisions, Additional Repairs, Work Instructions and Replacement Parts all stays the same.

This recall, as written by Daimler Trucks North America LLC is intended to be completed by authorized DTNA dealers and some qualified direct warranty customers. **Detroit Diesel distributors are not authorized to perform this recall.**

The Claims for Credit section of the Recall Bulletin does change as claims for reimbursement for completion of work performed to an Axle Alliance, Detroit Axle related to FL527B will now be submitted to Detroit Diesel using the Detroit Warranty System.

Key points to know / understand.

- Kit numbers for use in the repair of this recall are active and priced in the Detroit Warranty System.
- Labor operations numbers shown in the bulletin tables stay the same. These operation numbers are established and ready for use in the Detroit Warranty System.
- Axle serial numbers that are part of this recall FL527B are identified in the Detroit Warranty System unit files with the appropriate alert identifying an open recall. Note, as with all recalls identified on a Detroit Diesel product unit file, once the recall is completed the alert is turned off. Further information relative to the recall completion can be seen under the modification field of the unit file.
- Mark up percent on parts stays the same as formerly reimbursed under DTNA
- The following page 3 changes to the recall bulletin apply.

Claims for Credit (Please note applicable changes in red)

You will be reimbursed for your parts, labor, and handling by submitting your claim through the **Detroit Warranty** system within 30 days of completing this campaign. Please reference the following information **in the Detroit Warranty System**.

Claim type is recall **type 04**

In the **claim modification field** enter the **recall** number **FL527B**

In the Primary Failed Part Number field, enter 25-FL527-000. **The fault type is ZZ**

In the parts field enter the appropriate kit number(s) as shown in the Replacement PartsTable. Up to two quarts of oil may be included on claims **as a Net Item P** without additional authorization

If axle spindles require replacement, take photo clearly showing the physical damage. Submit a Campaign Pre-Approval inquiry describing the damage and attach the photos. An authorization number is required for the claim when including knuckles on a claim. Removed parts may be requested for inspection. **If parts are not requested by Detroit Diesel, by a part return code on the claim, and the claim is paid, then parts may be disposed of.**

If wheel hubs are replaced per the Work Instructions, the appropriate part number for the vehicle may be claimed without additional authorization. The need for replacement must be explained in the claim story in order to be paid.

In the labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT **939-6010A** for .3 hours. Time for hub replacement is already included in the recall SRT's.

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 Detroit Diesel via the Warranty Inquiry System for a decision and field authorization number.

Include the approved amount on your claim as **a net item S (sublet amount)**

Place the field authorization number in the authorization field of the claim. Indicate in the claim narrative that the claim includes a reimbursement request.

Attach the documentation supplied by the customer to the claim.

When your claim is paid, reimburse the customer the appropriate amount.

Important, the **Detroit Warranty System Unit Data screen** must be viewed prior to performing the recall to ensure the vehicle is involved and the **recall** has not been previously completed. Also, check for a completion sticker prior to beginning work.

Please contact the Detroit Diesel Customer Support Center at 800-445-1980 or email CSC@daimler.com if you have any questions.

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

All information supplied to the owner in the Owner Notification Letter applies.

January 2014

Notice from Detroit Diesel Concerning Recall FL629A-F

Daimler Trucks North America has transitioned the administration and claim payment of all warranty and recall claims involving an Axle Alliance Company product, now known as Detroit Axle, over to Detroit Diesel. Recall FL629A-F is one of the active recalls that has been transitioned. Below is information that is relevant to recall FL629A-F. All information regarding General information, Units involved, Additional Repairs, Work Instructions and Replacement Parts all stays the same.

This recall, as written by Daimler Trucks North America LLC is intended to be completed by authorized DTNA dealers and some qualified direct warranty customers. **Detroit Diesel distributors are not authorized to perform this recall.**

The Claims for Credit section of the Recall Bulletin does change as claims for reimbursement for completion of work performed to an Axle Alliance, Detroit Axle related to FL629A-F will now be submitted to Detroit Diesel using the Detroit Warranty System.

Key points to know / understand.

- Part numbers for use in the repair of this recall are active and priced in the Detroit Warranty System.
- Labor operation numbers shown in the bulletin tables stay the same. These operation numbers are established and ready for use in the Detroit Warranty System.
- Axle serial numbers that are part of the recall FL629A-F are identified in the Detroit Warranty System unit files with the appropriate alert identifying an open recall. Note, as with all recalls identified on a Detroit Diesel product unit file, once the recall is completed the alert is turned off. Further information relative to the recall completion can be seen under the modification field of the unit file.
- Mark up percent on parts stays the same as formerly reimbursed under DTNA
- The following page 4/5 changes to the recall bulletin apply.

Claims for Credit (Please note applicable changes in red)

You will be reimbursed for your parts, labor, handling and landed cost for export locations, by submitting your claim through the **Detroit** Warranty system within 30 days of completing this campaign. Please reference the following information **in the Detroit Warranty System**.

Claim type is recall **type 04**

In the **claim modification field** enter the **recall** number **FL629A, FL629B, FL629C, FL629D, FL629E, or FL629F**.

In the Primary Failed Part Number field, enter 25-FL629-000. **The fault type is ZZ**

In the parts field :

For vehicles in FL629A,C,D and F, a parts handling allowance of \$165.00 per knuckle replaced may be claimed for parts ordered from **Table 1**. **Enter allowance as a net item P**.

For vehicles in FL629B and E, a parts handling allowance of \$250.00 per knuckle replaced may be claimed for parts ordered from **Table 1**. **Enter allowance as a net item P**.

Enter the appropriate parts as shown in the Replacement Parts Table 2.

For all vehicles, up to 2 quarts of approved hub oil may be claimed, **as a net item P**, without prior authorization.

For vehicles with hydraulic brakes, up to 1 quart of DOT 4 brake fluid may be claimed, **as a net item P**, without prior authorization.

In the labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time enter **SRT 939-6010A** for 0.4 hours for RV's or 0.3 hours for all other vehicles.

U.S. and Canada – 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 Detroit Diesel via the Warranty Inquiry System for a decision and field authorization number.

Include the approved amount on your claim as **a net item S (sublet amount)**

Place the field authorization number in the authorization field of the claim. Indicate in the claim narrative that the claim includes a reimbursement request.

Attach the documentation supplied by the customer to the claim.

When your claim is paid, reimburse the customer the appropriate amount.

Important, the **Detroit Warranty System Unit Data screen** must be viewed prior to performing the recall to ensure the vehicle is involved and the **recall** has not been previously completed. Also, check for a completion sticker prior to beginning work.

Please contact the Detroit Diesel Customer Support Center at 800-445-1980 or email CSC@daimler.com if you have any questions.

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

All information supplied to the owner in the Owner Notification Letter applies.