

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  
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**  
P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090 FAX 503-745-9009

If you have questions about this Letter, please submit your inquiry on the Web using the **WSC Link on DTNAConnect**

REF #: ICI16-014  
Effective: 5/27/2016  
Release: 5/27/2016

**SUBJECT: FL712 – Customer Calls for Urgent Recall**

This letter is to inform you of an upcoming urgent recall and calls to customers that will be starting today.

**The Recall:** FL712AB ZF IFS Front Axle Steering Gears

**Models Affected:** Specific Freightliner Custom Chassis motorhome chassis manufactured May 1, 2014, through June 16, 2015, with certain ZF North America independent front steering (IFS) axles.

**The Problem:** On certain steering gears mounted on the front axle on the affected vehicles, an incorrect spacer may have been installed. This may potentially result in wear over time leading to a loss of the mechanical connection between the steering wheel and front axle wheels. If this happens, there could be a loss of steering control, increasing the risk of a vehicle crash.

**The Fix:** FL712A  
Steering gears will be replaced.

FL712B  
Steering gears will be inspected and replaced if necessary. Very few steering gears in this group will need to be replaced.

**Calls to Customers:** In response to a request from the National Highway Traffic Safety Administration (NHTSA), Freightliner Customer Chassis will begin calling owners of vehicles in FL712A on Friday, May 27, 2016. They will be advised that DTNA and FCCC recommend that these vehicles not be driven except to take them to a DTNA-authorized location to have the steering gear replaced.

**Recall Notices:** Letters will be mailed next week to all affected owners regarding this recall. Copies are on the following pages for your reference.

**Estimated Schedule:**

Calls to customers in FL712A	Starting May 27
Letters to all customers in FL712AB	Week of May 30
Steering gears in stock at PDCs	June 7
Release recall to dealers	June 9

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday.

*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.*

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
P.O. Box 4090  
Portland, OR 97208-4090  
800.547.0712 Phone  
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June 2016  
FL712A  
NHTSA #16V-366

## IMPORTANT SAFETY RECALL See enclosed VIN list

### Subject: ZF IFS Front Axle Steering Gears

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Custom Chassis motorhome chassis manufactured May 1, 2014, through June 16, 2015, with certain ZF North America independent front steering (IFS) axles.

On certain steering gears mounted on the front axle on the affected vehicles, an incorrect spacer may have been installed. This may potentially result in wear over time leading to a loss of the mechanical connection between the steering wheel and front axle wheels. If this happens, there could be a loss of steering control, increasing the risk of a vehicle crash.

**Out of an abundance of caution, DTNA recommends that you do not drive your vehicle until a replacement steering gear is available.** Your vehicle can be driven to a DTNA dealership for repair. Replacement gears are being shipped now and are expected to be available in the next two weeks.

Steering gears will be replaced. **Please make arrangements to have this Recall performed at the earliest opportunity beginning June 9, 2016.**

**Advance arrangements are needed. Please contact an authorized Daimler Trucks North America dealer to order a replacement steering gear for your vehicle so it is available when you arrive.** To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com) / Contact Us / Find a Dealer. The Recall will take just over two hours and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. 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 have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) FTL-HELP after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
P.O. Box 4090  
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800.547.0712 Phone  
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June 2016  
FL712B  
NHTSA #16V-366

## IMPORTANT SAFETY RECALL See enclosed VIN list

### Subject: ZF IFS Front Axle Steering Gears

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Custom Chassis motorhome chassis manufactured May 1, 2014, through June 16, 2015, with certain ZF North America independent front steering (IFS) axles.

On certain steering gears mounted on the front axle on the affected vehicles, an incorrect spacer may have been installed. This may potentially result in wear over time leading to a loss of the mechanical connection between the steering wheel and front axle wheels. If this happens, there could be a loss of steering control, increasing the risk of a vehicle crash.

**Out of an abundance of caution, DTNA recommends that you do not drive your vehicle until you take it to a dealership for inspection.** Your vehicle can be driven to a DTNA dealership for inspection. Replacement gears are being shipped now and are expected to be available for those who need them in the next two weeks.

Steering gears will be inspected and replaced if necessary. **Please make arrangements to have your vehicle inspected at the earliest opportunity beginning June 9, 2016.**

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com) / Contact Us / Find a Dealer. The Recall will take approximately half an hour to just over two hours, depending on the work needed, and will be performed at no charge to you. **It cannot be determined if your vehicle will need a new steering gear until it is inspected by a DTNA dealer. In the unlikely event that a replacement is needed, please keep in mind that time must be allowed for shipping a new steering gear to your location for installation.**

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. 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 have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) FTL-HELP after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

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 Daimler Trucks North America 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 Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.