

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Warranty Campaigns Department  
P.O. Box 4090  
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800.547.0712 Phone

December 2019  
FL834  
Interim Recall Notice  
NHTSA #19V-722

## IMPORTANT SAFETY RECALL See enclosed VIN list

### Subject: Western Star Baggage and Sleeper Doors

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), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Model Years 2017-2020 Western Star 4900 and 5700 vehicles manufactured November 14, 2016, through September 12, 2019, and equipped with baggage doors and sleeper doors.

On certain vehicles, the baggage and sleeper doors may separate from the hinge assembly. A baggage or sleeper door separating from the vehicle whilst in motion could lead to debris on the road increasing the risk of an injury.

The final repair is being validated. In the interim, two reinforcement clips with mechanical fasteners will be installed on each baggage and sleeper door hinge. Repairs will be performed by Daimler Trucks North America authorized service facilities. Please contact an authorized Daimler Trucks North America dealer to arrange to have this repair performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com) / Contact (scroll to the bottom) / Locate a Dealer (scroll to the bottom). The repair will take approximately one and a half hours and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

A second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Daimler Trucks North America dealer to schedule the Recall for your vehicle. **All vehicles that have the interim repair performed will also require the final repair.**

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 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). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. 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 go 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