

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
Direct Warranty Customers – U.S. and Canada
Export Distributors

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI19-065

Effective: 12/27/19

Release: 12/29/19

SUBJECT: FL836 – Interim Recall Notice

This letter is to inform you that an interim recall notice was sent to affected customers for upcoming recall *FL836 ~ Western Star Vent Windows*. The interim notices mailed on 12/27/2019, and inform the customers of the following:

“In the interim, it is strongly recommended that the bunk windows are shut and fastened securely whenever the vehicle is in motion.”

A copy of the notice follows for reference.

This notice is for informational purposes only. There is no official repair for dealers to make at this time. If customers inquire, please refer them to the interim recall notice and let them know the recall will begin when all preparations are completed.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

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
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

**December 2019
FL836A
Interim Recall Notice
NHTSA #19V-792**

IMPORTANT SAFETY RECALL
See enclosed VIN list

Subject: Western Star Vent Windows

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 Freightliner Trucks Division, and wholly owned subsidiary Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900 and 5700 model vehicles manufactured January 2, 2015, through October 18, 2019, and built with sleeper cabs.

Due to adhesive failure on certain windows, the sleeper cab vent windows, located on the driver and passenger side sleeper walls, may separate at the shock that holds the window open. A vent window separating from the vehicle while in motion could lead to road debris, increasing the risk of a road hazard, which could lead to a crash or personal injury.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Trucks is currently securing replacement parts. **In the interim, it is strongly recommended that the bunk windows are shut and fastened securely whenever the vehicle is in motion.**

The 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.

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. 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

Daimler Trucks North America LLC

Daimler Trucks North America LLC
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

December 2019
FL836A
Interim Recall Notice
Transport Canada #19-552

Subject: Western Star Vent Windows

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900 and 5700 model vehicles manufactured January 2, 2015, through October 18, 2019, and built with sleeper cabs.

Due to adhesive failure on certain windows, the sleeper cab vent windows, located on the driver and passenger side sleeper walls, may separate at the shock that holds the window open. A vent window separating from the vehicle while in motion could lead to road debris, increasing the risk of a road hazard, which could lead to a crash or personal injury.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Trucks is currently securing replacement parts. **In the interim, it is strongly recommended that the bunk windows are shut and fastened securely whenever the vehicle is in motion.**

The 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.

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. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

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

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

**Décembre 2019
FL836A
Avis de rappel intermédiaire
Transport Canada n° 19-552**

Objet : ventilator windows Western Star

Cet avis vous a été envoyé conformément aux exigences de la National Highway Traffic Safety Administration et de la Loi sur la sécurité automobile américaine. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Au nom de sa division Freightliner Trucks Division et de sa filiale en propriété exclusive Western Star Trucks Sales Inc., Daimler Trucks North America LLC (DTNA) a déterminé qu'une déféctuosité liée à la sécurité des véhicules à moteur existe sur certains véhicules Western Star modèle 4900 et 5700 construits entre le 2 janvier 2015 et le 18 octobre 2019, munis d'une cabine couchette.

En raison de la défaillance de l'adhésif sur certaines vitres, les ventilator windows de la cabine couchette, situés sur les parois de la cabine côté conducteur et passager, peuvent se séparer au choc qui maintient la fenêtre ouverte. Un ventilator window se séparant du véhicule tandis que celui-ci est en mouvement pourrait créer des débris sur la route, augmentant le risque de danger routier, ce qui pourrait entraîner un accident ou des blessures.

Ceci est le premier de deux avis que vous recevrez à ce sujet. Le but de cette lettre est de vous informer d'un rappel à venir pour corriger le problème mentionné ci-dessus. Daimler Trucks prépare actuellement la fourniture des pièces de rechange. **Dans l'intervalle, il est fortement recommandé de fermer et de fixer solidement les fenêtres de la couchette lorsque le véhicule est en mouvement.**

Le deuxième avis vous informera quand le remède final sera disponible. **Lorsque vous recevez le deuxième avis**, veuillez contacter votre concessionnaire autorisé Daimler Trucks North America, afin de prendre les dispositions nécessaires pour le rappel de votre véhicule.

Si vous ne possédez pas de véhicule qui correspond au(x) numéro(s) d'identification apparaissant sur l'Avis de rappel, veuillez retourner l'avis au Service des campagnes de garanties avec tous les renseignements dont vous disposez qui pourraient nous aider à identifier le propriétaire actuel. Si vous êtes le locataire de ce véhicule, la loi fédérale exige que vous fassiez suivre le présent avis au loueur dans les 10 jours. Si vous êtes un fabricant secondaire, la loi fédérale exige que vous fassiez suivre cet avis à vos distributeurs et détaillants dans les cinq ouvrables.

Si vous avez des questions à propos de ce Rappel, veuillez contacter le Service des campagnes de garantie (Warranty Campaigns Department) au 1-800-547-0712 entre 7 h et 16 h, heure du Pacifique, du lundi au vendredi ou par courrier électronique DTNA.Warranty.Campaigns@Daimler.com. Pour toute autre question, vous pouvez communiquer avec le centre d'assistance à la clientèle en composant le 1-800-385-4357. Si vous avez une préoccupation en matière de sécurité concernant ce rappel, vous êtes invités à contacter Transport Canada – Sécurité routière au 80, rue Noël, Gatineau, Québec, J8Z 0A1 ou composer le 1-800-333-0510.

Nous sommes désolés pour tout inconfort pouvant résulter de cette activité, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules motorisés.