

**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 Buses Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada  
Detroit Diesel Distributors  
Export Distributors

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090  
Portland, Oregon 97208-4090

800-547-0712

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

REF #: ICI20-040

Effective: 12/07/20

Release: 12/07/20

**SUBJECT: FL865 – Interim Recall Notice**

This letter is to inform you that an Interim Recall Notice was sent to affected customers for upcoming recall *FL865 ~ Eaton ATM Clutch Replacement*. The interim notice will begin mailing on December 7, 2020 and is attached to the back of this letter for your reference.

**This notice is for informational purposes only. There is no action for customers or dealers to take 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 DTNACconnect.

# Daimler Trucks North America LLC

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

December 2020  
FL865A  
Interim Recall Notice  
NHTSA #20V-642

## IMPORTANT SAFETY RECALL See enclosed VIN list

### Subject: Eaton ATM Clutch Replacement

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 Trucks Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2018-2019 Freightliner 108SD, 114SD, 122SD, Business Class M2, and Cascadia vehicles; and Western Star 4700, 4900, and 5700 vehicles manufactured April 10, 2017, through July 2, 2018, equipped with an Eaton (AMT) Automated Manual Transmission clutch assembly.

On certain vehicles, an internal clutch component may be outside specification and fail. In the event of such a failure, transmission of enough driveline torque to overcome the parking brakes while the vehicle is idling in neutral may occur, causing unintended vehicle motion, increasing the risk of property damage 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 validating the repair. **There is no action for you to take at this time.**

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](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

*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.*