

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 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 #: ICI22-010

Effective: 02/02/22

Release: 02/04/22

SUBJECT: FL914 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL914 ~ Western Star 4900 Steering Column Pinch Bolt*. The interim notices were mailed on 02/02/2022. A copy (with French translation) follows for your reference.

This notice is for your information only. There is no action for customers or dealers to take. If customers inquire, please refer them to the interim notice.

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

OBJET : FL914 – Avis de rappel provisoire

Cette lettre a pour but de vous informer qu'un avis de rappel provisoire est envoyé aux clients concernés pour le rappel FL914 ~ Boulon de pincement de la colonne de direction Western Star 4900. Les avis intermédiaires seront postés avant le 02/02/2022. Une copie (avec traduction française) suit pour votre référence.

Cet avis est pour votre information seulement. Il n'y a aucune action à prendre par les clients ou les revendeurs. Si les clients se renseignent, veuillez les référer à l'avis intermédiaire.

Si vous avez des questions ou avez besoin de plus amples informations, contactez le service des campagnes de garantie en soumettant une demande via le lien WSC sur 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**

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

**February 2022
FL914A
Interim Recall Notice
NHTSA # 21V-946**

IMPORTANT SAFETY RECALL
See enclosed VIN list

Subject: Western Star 4900 Steering Column Pinch Bolt

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 model year 2021-2022 Western Star 4900 model vehicles manufactured October 28, 2020, through November 1, 2022.

On certain vehicles, the steering shaft may not have been properly installed. An improperly installed steering shaft may separate from the steering gear, resulting in a loss of steering control. A loss of steering control may lead to a vehicle crash.

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. **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@daimlertruck.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.nhtsa.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

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Portland, OR 97208-4090
800.547.0712 Phone

February 2022
FL914A
Interim Recall Notice
Transport Canada #2021-739

Subject: Western Star 4900 Steering Column Pinch Bolt

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 model year 2021-2022 Western Star 4900 model vehicles manufactured October 28, 2020, through November 1, 2022.

On certain vehicles, the steering shaft may not have been properly installed. An improper installed steering shaft may separate from the steering gear, resulting in a loss of steering control. A loss of steering control may lead to a vehicle crash.

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. **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@daimlertruck.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

**Février 2022
FL914A
Avis de rappel intermédiaire
Transports Canada n° 2021-739**

Objet : Boulon de pincement de la colonne de direction Western Star 4900

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. 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 et de sa filiale en propriété exclusive Western Star Trucks Sales Inc., Daimler Trucks North America LLC (DTNA), a déterminé qu'une défectuosité liée à la sécurité des véhicules à moteur existe sur certains véhicules Western Star 4900 de l'année 2021-2022 construits entre le 28 octobre 2020 et le 1^{er} novembre 2022.

Sur certains véhicules, l'arbre de direction peut ne pas avoir été installé adéquatement. S'il est mal installé, l'arbre de direction peut se séparer du boîtier de direction, ce qui entraînerait une perte de contrôle de la direction. Une perte de contrôle de la direction peut provoquer une collision.

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 remplacement. **Aucune action n'est nécessaire pour l'instant.**

Le deuxième avis vous informera quand la solution définitive pour y remédier 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 n'êtes pas le propriétaire du ou des véhicules dont les numéros d'identification apparaissent 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. Le loueur est également tenu par la loi fédérale de faire parvenir cet avis au locataire 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 jours ouvrables.

Si vous avez des questions sur cet avis de rappel, veuillez communiquer avec le Service des campagnes de garantie au 1-800-547-0712 de 7 h à 16 h, heure du Pacifique, du lundi au vendredi ou par courriel à dtna.warranty.campaigns@daimlertruck.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 communiquer avec Transports 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.

SERVICE DES CAMPAGNES DE GARANTIE
Pièce jointe