

**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

Daimler Truck North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090

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REF #: ICI23-007

Effective: 02/09/2023

Release: 02/09/2023

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

**SUBJECT: FL962 – Interim Recall Notice**

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This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL962~Tire and Wheel Combination Conformance*. The interim notices will be mailed on 02/10/2023. A copy 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 DTNAPortal.

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REF #: ICI23-007

En vigueur: 02/09/2023

Date de sortie: 02/09/2023

**OBJET: FL962 – Avis de rappel intermédiaire**

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Cette lettre a pour but de vous informer qu'un avis de rappel provisoire est envoyé aux clients concernés pour le rappel FL962 ~ Conformité des combinaisons de pneus et de jantes. Les avis intermédiaires seront postés le 02/10/2023. Une copie suit pour votre référence.

**Cet avis est pour votre information seulement. Les clients ou les revendeurs n'ont aucune action à entreprendre.** Si les clients demandent, veuillez les renvoyer à l'avis provisoire.

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 DTNAPortal.

*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.*

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle(s), see enclosed VIN list.**

**February 2023**

**FL962**

**Interim Recall Notice**

**NHTSA #22V-919**

### **Subject: Tire and Wheel Combination Conformance**

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

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that certain 2019-2023 Freightliner 114SD, 122SD, Business Class M2, Cascadia and Western Star 4700, 4900 vehicles fail to conform to the Federal Motor Vehicle Safety Standard No. 120, "Wheels and Rims-Other than Passenger Cars." See below for additional detail on vehicle applicability:

<b>Make</b>	<b>Model</b>	<b>Model Yr. Start</b>	<b>Model Yr. End</b>	<b>Prod. Start Date</b>	<b>Prod. End Date</b>
Freightliner	114SD	2020	2023	July 30, 2019	June 6, 2022
Freightliner	122SD	2023	2023	May 3, 2022	May 3, 2022
Freightliner	Business Class M2	2019	2023	October 30, 2018	February 9, 2022
Freightliner	Cascadia	2021	2021	November 14, 2020	December 21, 2020
Western Star	4700	2020	2020	February 9, 2019	February 9, 2019
Western Star	4900	2019	2022	November 8, 2018	July 13, 2021

On the affected vehicles, the tire/rim combination are not compatible. Failure to conform to FMVSS 120 increases the risk of improper tire performance and ultimately a 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 Truck is currently validating the final repair and securing replacement parts. **There is no action for you to take at this time.**

A second notice will inform you when the final, free remedy is available. **When you receive the second notice**, please contact your authorized Daimler Truck 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 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@Daimlertruck.com](mailto: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

## **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 Truck 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 Truck North America LLC dealer.

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

**Daimler Truck  
North America LLC**

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

**February 2023  
FL962  
Interim Recall Notice  
Transport Canada # 2022-715**

## **Subject: Tire and Wheel Combination Conformance**

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 Truck 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 in certain 2019-2023 Freightliner 108SD, 114SD, Business Class M2 and Western Star 4700, 4900 vehicles manufactured between June 14, 2018, and February 17, 2022.

On the affected vehicles, the tire/rim combination are not compatible. Failure to conform to FMVSS 120 increases the risk of improper tire performance and ultimately a 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 Truck 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 Truck 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](mailto: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

**Daimler Truck  
North America LLC**

Daimler Truck North America LLC  
Service des campagnes de garantie  
P.O. Box 4090  
Portland, OR 97208-4090  
Téléphone : 1-800-547-0712

**Février 2023**

**FL962**

**Avis de rappel intermédiaire**

**Transport Canada n° 2022-715**

## **Objet : Conformité des combinaison de pneus et de jantes**

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 Division 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 Freightliner modèles 108SD, 114SD, Business Class M2 et Western Star modèles 4700, 4900 des années modèles 2019 à 2023 construits entre le 14 juin 2018 et le 17 février 2022.

Sur les véhicules concernés, la combinaison pneu/jante n'est pas compatible. Le non-respect de la norme FMVSS 120 augmente le risque de mauvais fonctionnement des pneus et, en fin de compte, de 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 Truck est actuellement en train de se procurer 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 communiquer avec votre concessionnaire autorisé Daimler Truck 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 00 à 16 h 00, heure du Pacifique, du lundi au vendredi ou par courriel à [DTNA.Warranty.Campaigns@Daimlertruck.com](mailto: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