

DAIMLER

Daimler Trucks North America
Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

September 25, 2012

Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215, Rm. W45-206)
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 5
10V-260, FL-581, Western Star 4900 Steering Idler Arm Spacers
Owner Re-notification**

Ms. Lewis:

In accordance with Part 573.6(c)(10) of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and a representative copy of the document distributed to owners.

- (c)(3) Owners of 4, vehicles were notified September 21, 2012.
- (c)(10) Copy of Communications sent to Owners and Dealers is attached.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Enclosure

Daimler Trucks North America LLC
4747 N. Channel Avenue
Portland OR 97217-7699
503-745-6910 Phone
503-745-5544 Fax

Daimler Trucks North America LLC

Daimler Trucks North America LLC
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone
503.745.9009 Fax

September 2012
FL581AB
NHTSA #10V-260
REMINDER NOTICE

Subject: Western Star 4900 Steering Idler Arm Spacers

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, on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900SA Twinsteer vehicles manufactured December 21, 2001, through June 4, 2010, with certain idler arm spacers.

The spacer used to connect the aft steer axle idler arm to the frame rail may develop cracks and eventually break under severe steering conditions, allowing the idler arm to separate from the frame rail. This may result in diminished steering control, leading to a possible vehicle crash.

The tubular spacer will be replaced with a more robust cast spacer.

This is a follow up to a previous communication. Our records indicate that your vehicle has not yet had this Recall performed. Please make arrangement to have this repair done as soon as possible. If it has been completed, please disregard this letter.

Parts are now available for authorized dealers to order. Please contact your authorized Daimler Trucks North America dealer in advance to arrange to have the Recall performed and to confirm that parts are available before taking your vehicle in for the Recall. Please note, advance arrangements are required. To locate a dealer, search online at www.Daimler-TrucksNorthAmerica.com or contact the Warranty Campaigns Department for assistance.

When you contact your dealer, refer to campaign number **FL581AB**. Once kit(s) are received at the dealership, the Recall will take between three and four hours and will be performed at no charge to you.

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, or the Customer Assistance Center at (800) FTL-HELP after normal business hours. 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 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