

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090 FAX 503-745-9009

If you have questions about this Letter, please submit your inquiry on the Web at:

[AccessFreightliner.com / Support / My Tickets and Submit an Inquiry](http://AccessFreightliner.com/Support/MyTicketsandSubmitanInquiry)

REF #: ICI14-003

Effective: 1/27/14

Release: 1/31/14

SUBJECT: FL655 - Interim Recall Notice

This letter is to inform you that an Interim Recall Notice was sent to affected customers for upcoming Recall *FL655 ~ Sterling Bullet Left Tie Rod Ends*. Copies of the notices for U.S. and Canadian customers follow for your reference. The notices were mailed on January 27, 2014.

This is an informational notice only. There is no action for customer or dealers to take at this time. If customers inquire, please 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 [www.AccessFreightliner.com / Support / My Tickets and Submit an Inquiry](http://www.AccessFreightliner.com/Support/MyTicketsandSubmitanInquiry) from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday.

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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P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone
503.745.9009 Fax

January 2014
FL655
Interim Recall Notice
NHTSA #13V-605

IMPORTANT SAFETY RECALL

Subject: Sterling Bullet Left Tie Rod Ends

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, Sterling Truck Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Sterling Bullet vehicles manufactured October 15, 2007, through November 10, 2008.

Certain vehicles may experience a fracture of the left tie rod ball stud resulting in the potential loss of directional stability.

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 and securing replacement parts.

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 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

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January 2014
FL655
Interim Recall Notice
Transport Canada #13-423

IMPORTANT SAFETY RECALL

Subject: Sterling Bullet Left Tie Rod Ends

This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Sterling Truck Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Sterling Bullet vehicles manufactured October 15, 2007, through November 10, 2008.

Certain vehicles may experience a fracture of the left tie rod ball stud resulting in a loss of vehicle control and a crash causing injury and/or property damage.

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 and securing replacement parts.

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 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.

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

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

**Janvier 2014
FL655
Bulletin de rappel intérimaire
Transport Canada 13-423**

RAPPEL IMPORTANT LIÉ À LA SÉCURITÉ

Objet : Embouts de biellette de direction gauche Sterling Bullet

Cet avis vous est envoyé conformément à la Loi sur la sécurité automobile du Canada.

Au nom de sa filiale à cent pour cent Sterling Truck Corporation, Daimler Trucks North America LLC a déterminé qu'une défectuosité reliée à la sécurité du véhicule moteur existe pour les véhicules Sterling Bullet construits entre le 15 octobre 2007 et le 10 novembre 2008.

Certains véhicules peuvent subir une fracture du pivot à rotule de la biellette de direction gauche résultant en une perte de contrôle du véhicule et un accident causant des blessures et/ou des dommages matériels.

Ceci est le premier des 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 effectue actuellement la validation de la réparation et la fourniture des pièces de rechange.

Le deuxième avis vous informera quand le remède final sera disponible. *Lorsque vous recevrez le deuxième avis*, s'il vous plaît contacter votre concessionnaire Daimler Trucks North America autorisé pour programmer le rappel pour votre véhicule.

Si vous ne possédez pas le 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 avez des questions ou avez besoin de plus de renseignements, veuillez communiquer avec le Service des campagnes de garantie au 1-800-547-0712 entre 7 h et 16 h, heure du Pacifique, du lundi au vendredi; envoyez un courriel à DTNA.Warranty.Campaigns@Daimler.com, ou appelez le Centre d'assistance à la clientèle au 1-800-FTL-HELP après les heures normales de bureau.

Nous sommes désolés pour tout inconvénient pouvant résulter de cette action, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules à moteur.

SERVICE DES CAMPAGNES DE GARANTIE
Pièce jointe