

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
Export Distributors

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

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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 #: ICI17-013

Effective: 6/1/17

Release: 5/30/17

SUBJECT: Takata Recalls – Dealer Benefits Added and Revised Bulletins

This letter is to inform you of changes to the two Takata airbag recalls affecting Sterling Bullet vehicles, **FL684** and **FL714**. Please see the revised bulletins for both recalls posted on DTNAConnect and refer to them for all work from 6/1/17 forward.

To emphasize the urgency and importance of these recalls, benefits for dealers have been added that may be claimed when the recalls are performed. The information below has been added to the recall bulletins:

Dealer Benefits

It is essential that all Takata airbag inflators be replaced without delay. To support timely performance of both recalls – FL684 and FL714 – benefits for dealers are being added. Starting with claims submitted June 1, 2017, the time paid will be double the usual total labor time, travel to perform the recalls at a customer’s location will be covered up to \$550 without requiring a pre-approval, and sublets to third party repair locations will also receive the additional generic time and not need advance approval (still submit as an OWL recall pre-approval request after the fact).

Instructions for submitting claims are also included in the revised bulletins.

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