

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

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Release: 12/11/2018

SUBJECT: Takata Recalls – Dealer Incentive & Owner Incentive Extended

This letter is to inform you the dealer incentives for the Takata airbag recalls on Sterling Bullet vehicles, **FL684** and **FL714**, are being extended.

Also, Warranty Campaigns is assisting owners to connect with dealers to schedule the recalls. You may have already heard from us as we facilitate appointments for vehicles in your area. Your help is vital to reaching the goal of 100 percent completion and is much appreciated.

The \$500 and double labor incentives per claim for FL684 and FL714 are extended through March 31, 2019. Travel to a customer's location up to \$550 to perform the recalls and approval of sublets also remain in effect.

To support the gift card incentive for vehicle owners who have the Takata recalls completed, please continue to note your dealer code and sign the post card at the time the recalls are performed. Owners will return the post card to confirm completion and receive the gift card.

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.