

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

P.O. Box 4090

800-547-0712

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 #: ICI17-029

Effective: 10/26/17

Release: 10/26/17

SUBJECT: Takata Recalls – New Dealer Benefit 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 October 26, 2017, forward.

New information:

Dealer Benefits

To further support and encourage timely replacement of Takata airbags, an additional incentive of \$500 will be paid on each claim submitted October 26, 2017, through December 31, 2017. The incentives previously announced will remain in effect. It may increase the success rate if you share a portion of the incentive with customers. A list of affected vehicles with available contact information will be posted on DTNAConnect to assist dealers in locating vehicles in their area.

In addition, the FL714 SRTs have been updated to the new format with an “R” in the fifth position.

The following pages have a list of uncompleted VINs for both recalls to assist you in contacting customers to facilitate completing the recalls. **An Excel spreadsheet version is available upon request. Please submit a WSC inquiry and the file will be attached in reply.**

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.