

# IMPORTANT CAMPAIGN INFORMATION

**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](#)

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REF #: ICI17-033

Effective: 12/04/17

Release: 12/04/17

**SUBJECT: FL751 – Interim Recall Notice**

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This letter is to inform you that an Interim Recall Notice was sent to affected customers for upcoming recall *FL751 ~ DANA Front Steer Axles*. The interim notices were mailed on December 4, 2017.

Copies follow for your reference.

**This notice is for informational purposes only. There is no action for customers or dealers to take at this time.** If customers inquire, please refer them to the Interim Recall Notice and 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 the WSC Link on DTNAConnect.

# Daimler Trucks North America LLC

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

December 2017  
FL751A  
Interim Recall Notice  
NHTSA #17V-628

## IMPORTANT SAFETY RECALL

See enclosed VIN list.

### Subject: DANA Front Steer Axles

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 (DTNA), on behalf of its Freightliner Trucks Division and its wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Cascadia and Western Star 4900 model vehicles manufactured March 17, 2015, through May 30, 2015, and built with DANA steer axles.

In affected steer axles, the castellated nut may not have been torqued to the expected torque value. As a result, the tie rod may become loose in the steer axle and cause an auditory warning and/or looseness in the steering. If a vehicle operator continues to operate the vehicle in spite of this advance warning, the tie rod may become disconnected from the knuckle. If the tie rod disconnects from the steering knuckle, the driver may lose full control of a vehicle wheel (normally the right front tire).

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. There is no action for you to take at this time.

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 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

# Daimler Trucks North America LLC

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

December 2017  
FL751A  
Interim Recall Notice  
Transport Canada #17-488

## IMPORTANT SAFETY RECALL

See enclosed VIN list.

### Subject: DANA Front Steer Axles

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

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division and its wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Cascadia and Western Star 4900 model vehicles manufactured April 8, 2015, through September 29, 2015, and built with DANA steer axles.

In affected steer axles the castellated nut may not have been torqued to the expected torque value. As a result, the tie rod may become loose in the steer axle and cause auditory warning and/or looseness in the steering. If a vehicle operator continues to operate the vehicle in spite of this advance warning, the tie rod may become disconnected from the knuckle. If the tie rod disconnects from the steering knuckle, the driver may lose full control of a vehicle wheel (normally the right front tire).

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. There is no action for you to take at this time.

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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

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
P.O. Box 4090  
Portland, OR 97208-4090  
Téléphone : 800.547.0712

Decembre 2017  
FL751A  
Avis de rappel intermédiaire  
Transport Canada n° 17-488

## RAPPEL IMPORTANT LIÉ À LA SÉCURITÉ

Consultez la liste de NIV ci-jointe.

### Objet : Essieux directeurs avant DANA

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

Au nom de sa division Freightliner Trucks Division et de sa filiale en propriété exclusive Western Star Trucks Sales Inc., Daimler Trucks North America LLC (DTNA) a déterminé qu'une défectuosité liée à la sécurité des véhicules à moteur existe sur certains véhicules Freightliner Cascadia et Western Star modèle 4900 construits entre le 8 avril 2015 et le 29 septembre 2015, munis d'essieux directeurs DANA.

Dans les essieux directeurs concernés par ce rappel, il est possible que l'écrou à créneaux délogés n'ait pas été serré à la valeur de couple prévue. En conséquence, il peut arriver que la biellette de direction devienne lâche dans l'essieu directeur et provoque une alerte sonore ou un relâchement de la direction. Si l'opérateur du véhicule continue à utiliser le véhicule en dépit de cette alerte anticipée, il existe un risque que la biellette de direction se déboîte du porte-fusée. Si la biellette de direction se déboîte du porte-fusée de direction, le conducteur peut perdre complètement le contrôle d'une des roues du véhicule (le plus souvent la roue avant droite).

Ceci est le premier de 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 prépare la fourniture des pièces de rechange. Vous n'avez pas d'action à prendre pour l'instant.

Le deuxième avis vous informera quand le remède final sera disponible. **Lorsque vous recevez le deuxième avis**, veuillez contacter votre concessionnaire autorisé Daimler Trucks North America, afin de prendre les dispositions nécessaires pour le rappel de votre véhicule.

Si vous n'êtes pas le propriétaire du ou des véhicules dont les numéros d'identification apparaissent 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. Le loueur est également tenu par la loi fédérale de faire parvenir cet avis au locataire dans les 10 jours. Si vous êtes un fabricant secondaire, la loi fédérale exige que vous fassiez suivre cet avis à vos distributeurs et détaillants dans les cinq ouvrables.

Si vous avez des questions à propos de ce rappel, veuillez contacter le Service des campagnes de garantie au (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 1-800-385-4357 après les heures normales de bureau.

Nous sommes désolés pour tout inconfort pouvant résulter de cette activité, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules motorisés.

SERVICE DES CAMPAGNES DE GARANTIE  
Pièce jointe