

Recall FL748 – New Cascadia Steering Shaft Pinch Bolt Talking Points for Customer Calls

When reach a person:

Hello, this is _____ from Daimler Trucks North America. I'm calling concerning an urgent recall on a Cascadia our records show you own.

Do you own a model year 2017 or 2018 Freightliner Cascadia with the last six characters of the VIN being: _____ ? [Adjust for customers with more than one vehicle.]

If No: Can you give me the contact information of the new owner so we can contact them and update our records?

If Yes: [Take the info] Thank you for your time. Have a nice day [or similar goodbye].

If No: If you can provide any information in the future, please contact us toll free at 800-385-4357. Thank you for your time. Have a nice day [or similar goodbye].

End of call

If Yes: I'm glad we reached you. Daimler Trucks North America has announced Recall number FL748 for certain 2017 and 2018 Cascadias, including your vehicle. It's possible that the mechanical connection between the steering wheel and the front axle wheels could slip and result in a loss of steering.

We feel this is a very important issue and take your safety seriously. So out of an abundance of caution, we recommend that the only driving you do is to take the vehicle to a DTNA-authorized location for inspection. It is not recommended that you not drive your vehicle in regular service until an inspection has been done.

We ask that you make arrangements to have this recall performed at your earliest opportunity beginning today. Please call before taking your Cascadia in to the Dealer.

May I help you find a location to have the recall done? [Help customer find a dealer if they wish]

Thank you for your time.

End of call

When reach voice mail:

Hello, this is _____ from Daimler Trucks North America. I'm calling concerning an urgent recall of a steering pinch bolt on your 2017 or 2018 Cascadia.

We feel this is a very important issue and take your safety seriously. So out of an abundance of caution, we recommend that the only driving you do is to take the vehicle to a DTNA-authorized location for repair. It is not recommended that you not drive your vehicle in regular service until it has been inspected.

If you need more information or would like help finding a dealer, please call toll free (800) 385-4357.

Thank you.

End of call