

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](#)

REF #: ICI18-022

Effective: 07/25/18

Release: 07/26/18

SUBJECT: FL773 – Interim Recall Notice

This letter is to inform you that an Interim Recall Notice was sent to affected customers for upcoming recall *FL773 ~ Lowmax Brake Hoses*. The interim notices were mailed on July 25, 2018.

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.

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.

Daimler Trucks North America LLC

Daimler Trucks North America LLC
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone
503.745.9009 Fax

July 2018
FL773A
Interim Recall Notice
NHTSA #18V-351

IMPORTANT SAFETY RECALL

See enclosed VIN list.

Subject: Lowmax Brake Hoses

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, on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc. has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900 model vehicles manufactured February 23, 2011, through June 5, 2018.

On certain vehicles, the clearance between the hood and the front brake hose may not be adequate. Articulation of the suspension and relative movement of the hood could lead to chafing of the front brake hose resulting in a possible air leak. A damaged brake hose may lead to a reduced brake effectiveness, increasing the risk of a crash.

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
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July 2018
FL773A
Interim Recall Notice
Transport Canada #18-283

IMPORTANT SAFETY RECALL

See enclosed VIN list.

Subject: Lowmax Brake Hoses

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

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc. has decided that a defect which relates to motor vehicle safety exists on specific Western Star 4900 model vehicles manufactured February 23, 2011, through June 5, 2018.

On certain vehicles, the clearance between the hood and the front brake hose may not be adequate. Articulation of the suspension and relative movement of the hood could lead to chafing of the front brake hose resulting in a possible air leak. A damaged brake hose may lead to a reduced brake effectiveness, increasing the risk of a crash.

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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.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

**Juillet 2018
FL773A
Avis de rappel intermédiaire
Transport Canada n° 18-283**

RAPPEL IMPORTANT LIÉ À LA SÉCURITÉ

Consultez la liste de NIV ci-jointe.

Objet : Flexibles de frein Lowmax

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

Au nom de sa filiale à cent pour cent Western Star Trucks Sales Inc., Daimler Trucks North America LLC a déterminé qu'une défektivité liée à la sécurité des véhicules à moteur existe sur certains véhicules Western Star 4900 construits entre le 23 février 2011 et le 5 juin 2018.

Sur certains véhicules, il est possible que l'espace entre le capot et le flexible de frein avant ne suffise pas. L'articulation de la suspension et le mouvement relatif du capot pourraient entraîner une friction contre le flexible de frein avant, ce qui peut causer une fuite d'air. Un flexible de frein endommagé peut réduire l'efficacité des freins, ce qui augmente le risque d'accident.

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, ou avez besoin de plus de renseignements, veuillez communiquer avec le Service des campagnes de garantie au 1-800-547-0712 entre 7 h et 16 h, heure du Pacifique, du lundi au vendredi, envoyer un courriel à DTNA.Warranty.Campaigns@Daimler.com, ou appeler le Centre d'assistance à la clientèle au 1-800-FTL-HELP (1-800-385-4357) après les heures normales de bureau.

Nous sommes désolés pour tout inconvénient 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