

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 #: IC118-021
Effective: 07/20/18
Release: 07/20/18

SUBJECT: FL772 – Interim Recall Notice

This letter is to inform you that an Interim Recall Notice was sent to affected customers for upcoming recall *FL772 ~ Brake Mounting Caliper Bolts*. The interim notice will begin mailing on July 20, 2018 and is attached to the back of this letter 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.

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

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Portland, OR 97208-4090
800.547.0712 Phone
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July 2018
FL772
Interim Recall Notice
NHTSA #18-353 (Non-School Bus)
NHTSA #18-352 (School Bus)

Subject: Brake Mounting Caliper Bolts

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiaries, Western Star Truck Sales, Inc., Freightliner Custom Chassis Corporation, and Thomas Built Buses, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Business Class M2, Cascadia, Columbia, 108SD, and 114SD vehicles; Western Star 4700, 4900, and 5700 vehicles; and Freightliner Custom Chassis B2, S2C, S2G, and X-Line chassis; and Thomas Built Buses, Saf-T Liner C2, EFX, and HDX buses manufactured January 3, 2017, through October 31, 2017, and equipped with air disc brakes.

On certain vehicles, insufficiently torqued caliper mounting bolts may not provide adequate clamping force between the brake caliper and the brake anchor plate, potentially resulting in reduced brake effectiveness, which could increase the risk of a vehicle 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 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 Notice, please return the notice in the postage-paid envelope with any information you can furnish that will assist us in locating the present owner.

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.War.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

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