

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
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**July 2019**  
**FL803AB**  
**NHTSA #18V-903**

## **IMPORTANT SAFETY RECALL** **This notice applies to your vehicle(s)**

### **Subject: Eaton AMT Clutch Assemblies**

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), behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Freightliner 108SD, 114SD, 114SD RHD, 122SD, Argosy, Business Class M2, Cascadia, and Columbia vehicles; and Western Star 4700, 4900, and 5700 vehicles manufactured April 10, 2017, through July 2, 2018, equipped with an Eaton Automated Manual Transmission (AMT) clutch assembly.

On certain vehicles, an internal clutch component may be outside specification and fail, which in special circumstances could cause this clutch component to inhibit clutch departure. In the rare event of such a failure, transmission of enough driveline torque to overcome the parking brakes while the vehicle is idling in neutral may occur and cause unintended vehicle motion, increasing the risk of property damage or personal injury.

The Transmission Electronic Control Units (TECUs) will be reprogrammed with updated software to mitigate the possibility of unintended vehicle movement.

This is the second of two notices regarding this recall. Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately one hour, and will be performed at no charge to you.

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 are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have questions or need further information, 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](mailto:DTNA.War.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357, after normal business hours. 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

## **Reimbursement to Customers for Repairs Performed Prior to Recall**

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement. Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was Repaired
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.