

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

May 2018
FL766A
Interim Recall Notice
NHTSA #18V-191

IMPORTANT SAFETY RECALL

See enclosed VIN list.

Subject: Western Star Power Cable Studs

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 wholly owned subsidiary, Western Star Truck Sales, has decided that a defect which relates to motor vehicle safety exists on Western Star 4700, 4900, 5700, and 6900 model vehicles manufactured September 12, 2016, through February 6, 2018.

On certain vehicles, the bulkhead pass through power stud with an attached gasket seal may not protrude through bulkhead adequately. If improperly installed, the power stud may contact the bulkhead, resulting in potential arcing, which may increase the risk of a fire.

This letter is to inform you of an upcoming Recall and provide important information regarding an interim remedy. DTNA is currently validating the final repair and securing replacement parts. Before the final remedy is available, DTNA recommends that you have your vehicle inspected by an authorized Daimler Trucks North America dealer. If your vehicle passes inspection, no further work is needed and the recall will be complete for your vehicle. If your vehicle fails inspection, an interim repair will be made, and you will be notified when you can return for the final remedy.

Please contact a DTNA dealer to schedule the inspection for your vehicle. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. Depending on the inspection results, the repair will take approximately 30 minutes to three hours, 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 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