

Draft Script for FL905 Recall Campaign 3rd Party Calling:

Good M/A/E, _____

My name is _____ and I am reaching out on behalf of Daimler Trucks North America. Our record shows _____ may own a Western Star 49X, VIN Number _____ that will be in an upcoming recall on an improper installation of your vehicle's steering shaft.

On certain Western Star 49X vehicles, the steering shaft may not be installed correctly. This could lead to a loss of mechanical connection between the steering wheel and the steering gear, resulting in a possible loss of vehicle control and increased risk of a crash.

Shortly you will be receiving, via the US Mail, a Recall Customer Notification (FL905). This notification will provide additional background on this campaign. However, acting under an abundance of caution, we ask you to make immediate arrangements with your facing dealer to have your vehicle inspected to ensure the vehicle is safe for operation as the vehicle should not be driven until that inspection is complete.

(May we assist you with that action today?)

If you have any questions regarding this information, please contact **(1-800-FTL-HELP: Option 2: Option 4)**.

Thank you,

DTNA