

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

Daimler Truck North America LLC

WARRANTY CAMPAIGNS DEPARTMENT
P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

REF #: ICI23-021
Effective: 06/02/2023
Release: 06/02/2023

If you have questions about this letter, please submit your inquiry through the **WSC App on DTNA Portal**

SUBJECT: DDC D23R6 (FL970) – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall DDC D23R6 (FL970)~ Steer Axle Cast Nut and Cotter Pin. The interim notices will be mailed 06/02/2023. A copy follows for your reference.

This notice is for your information only. There is no action for customers or dealers to take. If customers inquire, please refer them to the interim notice.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC App on DTNA Portal.

REF #: ICI23-021
vigueur: 06/02/2023
Date de sortie: 06/02/2023

OBJET: DDC D23R6 (FL970) – Avis de Rappel Provisoire

Cette lettre a pour but de vous informer qu'un avis de rappel provisoire est envoyé aux clients concernés pour le rappel DDC D23R6 (FL970) ~ Écrou coulé et goupille fendue d'essieu directeur. Les avis provisoires seront envoyés 06/02/2023. Une copie suit pour votre référence.

Cet avis est pour votre information seulement. Les clients ou les revendeurs n'ont aucune action à entreprendre. Si les clients demandent, veuillez les renvoyer à l'avis provisoire.

Si vous avez des questions ou avez besoin de plus d'informations, contactez le service des campagnes de garantie en soumettant une demande via l'application WSC sur le portail DTNA.

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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN List.

**May 2023
D23R6 (FL970)
NHSTA #23V-238 (Non School Bus)
NHTSA #23V-259 (School Bus)
Interim Recall Notice**

Subject: Steer Axle Castle Nut and Cotter Pin

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

Daimler Truck North America LLC, on behalf of its Freightliner Trucks Division, and wholly owned subsidiaries, Freightliner Custom Chassis Corporation, Western Star Truck Sales, Inc., Thomas Built Buses (TBB), has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2022-2024 FCCC RV Chassis, Shuttle Chassis, Van Chassis, and Van Chassis – Gas, Freightliner Business Class M2, and Cascadia, TBB SAF-T-LINER C2 JOULEY, SAF-T-LINER EFX, SAF-T-LINER HDX, SCHOOL BUS CHASSIS, TBB CHASSIS, and Western Star 47X, 49X, 4700, and 4900 vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FCCC	RV CHASSIS	2022	2023	January 21, 2022	August 22, 2022
FCCC	SHUTTLE CHASSIS	2022	2022	February 4, 2022	February 4, 2022
FCCC	VAN CHASSIS	2022	2023	April 13, 2022	August 17, 2022
FCCC	VAN CHASSIS - GAS	2022	2023	January 13, 2022	October 14, 2022
Freightliner	Business Class M2	2023	2023	January 26, 2022	September 27, 2022
Freightliner	Cascadia	2023	2023	January 31, 2022	August 1, 2022
TBB	SAF-T-LINER C2 JOULEY	2023	2023	May 9, 2022	May 9, 2022
TBB	SAF-T-LINER EFX	2023	2023	March 2, 2022	July 28, 2022
TBB	SAF-T-LINER HDX	2023	2023	March 27, 2022	October 28, 2022
TBB	SCHOOLBUS CHASSIS	2023	2024	January 19, 2022	October 20, 2022
TBB	TBB CHASSIS	2023	2023	April 12, 2022	April 12, 2022
Western Star	47X	2023	2023	February 10, 2022	September 14, 2022
Western Star	49X	2023	2023	February 1, 2022	July 13, 2022
Western Star	4700	2023	2023	January 26, 2022	April 28, 2022
Western Star	4900	2023	2023	March 11, 2022	May 16, 2022

On the affected vehicles, the steer axle tie rod castle nut cotter pin may be missing allowing the steering arm to detach. This could lead to a loss of steering response and a lack of direction control, increasing the risk of a crash. The driver may experience some additional free-play in the steering and/or feel an improper steering alignment.

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 Truck is currently validating the final repair. **There is no action for you to take at this time.**

A second notice will inform you when the final, **free remedy** is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the repair 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.

**Daimler Truck
North America LLC**

Detroit Diesel Corporation
13400 Outer Drive, West
Detroit, Michigan 48239-4001
Telephone: 313-592-5000

Daimler Truck North America LLC
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

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@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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 go to <http://www.nhtsa.gov>.

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

DAIMLER TRUCK NORTH AMERICA LLC

Enclosure

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN list.

**May 2023
D23R6 (FL970)
Transport Canada #2023-206 (Non School Bus)
Transport Canada #2023-219 (School Bus)
Interim Recall Notice**

Subject: Steer Axle Castle Nut and Cotter Pin

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*.

Daimler Truck North America LLC, on behalf of its Freightliner Trucks Division, and wholly owned subsidiaries, Freightliner Custom Chassis Corporation, Western Star Truck Sales, Inc., Thomas Built Buses (TBB), has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2022-2023 FCCC Van Chassis – Gas, Freightliner Business Class M2, and Cascadia, TBB SCHOOLBUS CHASSIS, and Western Star 47X, 49X, 4700, and 4900 vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FCCC	VAN CHASSIS - GAS	2022	2022	February 1, 2022	February 1, 2022
Freightliner	Business Class M2	2023	2023	January 26, 2022	May 16, 2022
Freightliner	Cascadia	2023	2023	February 8, 2022	August 23, 2022
TBB	SCHOOLBUS CHASSIS	2023	2023	January 27, 2022	January 27, 2022
Western Star	47X	2023	2023	April 8, 2022	September 13, 2022
Western Star	49X	2023	2023	February 1, 2022	September 9, 2022
Western Star	4700	2023	2023	February 8, 2022	March 29, 2022
Western Star	4900	2023	2023	January 24, 2022	January 24, 2022

On the affected vehicles, the steer axle tie rod castle nut cotter pin may be missing allowing the steering arm to detach. This could lead to a loss of steering response and a lack of direction control, potentially increasing the risk of a crash. The driver may experience some additional free-play in the steering and/or feel an improper steering alignment.

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 final repair. **There is no action for you to take at this time.**

A second notice will inform you when the final, **free remedy** is available. **When you receive the second notice**, please contact your authorized Daimler Truck 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@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357.

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

DAIMLER TRUCK NORTH AMERICA LLC
Enclosure

RAPPEL DE SÉCURITÉ IMPORTANT

Cet avis s'applique à votre/vos véhicule(s), voir la liste VIN ci-jointe.

Mai 2023

D23R6 (FL970)

Transport Canada #2023-206 (autobus non scolaire)

Transport Canada #2023-219 (autobus scolaire)

Avis de rappel provisoire

Objet : Écrou crénelé et goupille fendue de l'essieu de direction

Cet avis vous est adressé conformément aux exigences de la *loi sur la sécurité des véhicules à moteur*.

Daimler Truck North America LLC, pour le compte de sa division Freightliner Trucks et de ses filiales détenues en totalité, Freightliner Custom CHASSIS Corporation, Western Star Truck Sales, Inc., Thomas Built Buses (TBB), a décidé qu'un défaut, lié à la sécurité des véhicules automobiles, existait dans certaines années-modèles 2022-2023 FCCC Van CHASSIS – Gas, Freightliner Business Class M2 et Cascadia, TBB SCHOOL BUS CHASSIS, ainsi que dans certains véhicules Western Star 47X, 49X, 4700 et 4900. Voir ci-dessous pour plus de détails sur l'applicabilité du véhicule :

Marque	Modèle	Modélisent Démarrer	Modélisent Terminer	Produit par Date de début	Produit par Date de fin
FCCC	CHÂSSIS DE VUL – GAZ	2022	2022	1er février 2022	1er février 2022
Freightliner	Classe affaires M2	2023	2023	26 janvier 2022	16 mai 2022
Freightliner	Cascadia	2023	2023	8 février 2022	23 août 2022
TBB	CHÂSSIS SCHOOLBUS	2023	2023	27 janvier 2022	27 janvier 2022
Star Ouest	47X	2023	2023	8 avril 2022	13 septembre 2022
Star Ouest	49X	2023	2023	1er février 2022	9 septembre 2022
Star Ouest	4700	2023	2023	8 février 2022	29 mars 2022
Star Ouest	4900	2023	2023	24 janvier 2022	24 janvier 2022

Sur les véhicules concernés, il est possible que la goupille fendue de l'écrou crénelé de la barre d'accouplement de l'essieu suiveur manque et que le levier de direction se détache. Cela pourrait entraîner une perte de réponse de la direction et un manque de contrôle de la direction, augmentant potentiellement le risque de collision. Le conducteur peut constater un jeu supplémentaire dans la direction et/ou sentir un alignement incorrect de la direction.

Il s'agit du premier des deux avis que vous recevrez à ce sujet. Le présent courrier a pour but de vous informer d'un rappel imminent visant à corriger le problème mentionné ci-dessus. Daimler Trucks valide actuellement la réparation finale. **Aucune action n'est requise pour le moment.**

Un deuxième avis vous informera lorsque le **remède définitif et gratuit** sera disponible. **Lorsque vous recevrez le deuxième avis**, veuillez contacter votre distributeur agréé Daimler Truck Amérique du Nord pour planifier le rappel de votre véhicule.

Si vous ne possédez pas le véhicule correspondant au(x) numéro(s) d'identification figurant sur la notification de rappel, veuillez renvoyer la notification au département des campagnes de garantie avec toutes les informations que vous pouvez nous fournir pour nous aider à localiser le propriétaire actuel. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez cet avis au preneur dans les 10 jours. Si vous êtes un autre fabricant, la loi fédérale exige que vous transmettiez cet avis à vos distributeurs et revendeurs dans les cinq jours ouvrables.

Si vous avez des questions sur ce rappel, veuillez contacter le service des campagnes de garantie au (800) 547-0712, de 7h00 à 16 h 00, heure du Pacifique, du lundi au vendredi, à l'adresse e-mail DTNA.Warranty.Campaigns@Daimlertruck.com. Pour toute autre préoccupation, vous pouvez contacter le Customer Assistance Center au (800) 385-4357.

Nous regrettons les désagréments que cette action peut occasionner, mais nous sommes certains que vous comprenez notre intérêt pour la sécurité des véhicules automobiles.