

**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  
Thomas Built Buses Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada  
Detroit Diesel Distributors  
Export Distributors

Daimler Truck 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 using the **WSC app on the DTNA Portal.**

---

REF #: ICI24-014

Effective: 04/03/2024

Release: 04/03/2024

**SUBJECT: FL994 Interim Recall Notice**

---

This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL994 ~ Western Star Suspension Hanger Welds*. The interim notices were mailed on 02/06/2024. A copy follows for your reference. A French translation is also provided below.

**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 Link on DTNAConnect.

---

REF #: ICI24-014

Effective: 03/04/2024

Release: 03/04/2024

**SUBJECT: FL994 Avis de Rappel Provisoire**

---

Cette lettre a pour but de vous informer qu'un avis de rappel intermédiaire est envoyé aux clients concernés pour le rappel FL994~ Western Star Suspension Hanger Welds. Les avis intérimaires ont été postés le 03/04/2024. Une copie suit pour votre référence. Une traduction française est également fournie ci-dessous.

Cet avis est uniquement destiné à votre information. Il n'y a aucune mesure à prendre pour les clients ou les concessionnaires. Si les clients posent des questions, veuillez les renvoyer à l'avis intermédiaire.

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

**Daimler Truck  
North America LLC**

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

**IMPORTANT SAFETY RECALL**  
**This notice applies to your vehicle, see enclosed VIN list**

**April 2024  
FL994  
Interim Recall Notice  
NHTSA #24V-084**

**Subject: Western Star Suspension Hanger Welds**

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

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary Western Star Truck Sales, Inc., has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2024 Western Star 49X vehicles manufactured August 16, 2021, through November 27, 2023.

On the affected vehicles, the suspension hanger is missing certain welds, which may cause it to fail without prior warning. This could result in difficulty steering and maintaining the direction of the vehicle's front two wheels, increasing the risk of a 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 Truck 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 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. 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 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.

WARRANTY CAMPAIGNS DEPARTMENT  
Enclosure

**Daimler Truck  
North America LLC**

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

**IMPORTANT SAFETY RECALL**  
**This notice applies to your vehicle, see enclosed VIN list**

**April 2024  
FL994  
Interim Recall Notice  
Transports Canada #2024-076**

**Subject: Western Star Suspension Hanger Welds**

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

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary Western Star Truck Sales, Inc., has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2024 Western Star 49X vehicles manufactured April 26, 2022, through August 9, 2023.

On the affected vehicles, the suspension hanger is missing certain welds, which may cause it to fail without prior warning. This could result in difficulty steering and maintaining the direction of the vehicle's front two wheels, increasing the risk of a 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 Truck 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 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](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

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

WARRANTY CAMPAIGNS DEPARTMENT  
Enclosure

**Daimler Truck  
North America LLC**

## **RAPPEL DE SÉCURITÉ IMPORTANT**

**Le présent avis s'applique à votre (vos) véhicule (s), voir la liste des NIV ci-jointe.**

**Avril 2024**

**FL994**

**Avis provisoire de rappel**

**Transports Canada #2024-076**

### **Objet: Western Star Suspension Hanger Welds**

Le présent avis vous est envoyé conformément aux exigences de la Loi sur la sécurité automobile. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Daimler Truck North America LLC (DTNA), au nom de sa filiale à part entière Western Star Truck Sales, Inc., a décidé qu'un défaut, lié à la sécurité des véhicules automobiles, existe dans certains véhicules 2023-2024 Western Star 49X fabriqués du 26 avril 2022 au 9 août 2023.

Sur les véhicules touchés, le cintre de suspension manque certaines soudures, ce qui peut entraîner une défaillance sans avertissement préalable. Cela pourrait entraîner des difficultés à diriger et à maintenir la direction des deux roues avant du véhicule, ce qui augmenterait le risque d'accident.

Il s'agit du premier de deux avis que vous recevrez à ce sujet. La présente vise à vous informer d'un rappel à venir pour corriger le problème susmentionné. Daimler Truck est en train de sécuriser les pièces de rechange. Il n'y a aucune mesure à prendre pour le moment.

Le deuxième avis vous informera lorsque le dernier recours gratuit sera disponible. Lorsque vous recevez le deuxième avis, veuillez communiquer avec votre concessionnaire autorisé Daimler Truck North America pour planifier le rappel de votre véhicule.

Si vous n'êtes pas propriétaire du véhicule correspondant au (x) numéro (s) d'identification figurant sur l'avis de rappel, veuillez retourner l'avis à la garantie Campagnes Department avec tous les renseignements que vous pouvez fournir qui nous aideront à localiser le propriétaire actuel. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez cet avis au locataire dans les 10 jours. Si vous êtes un fabricant subséquent, la loi fédérale exige que vous transmettiez cet avis à vos distributeurs et points de vente au détail dans un délai de cinq jours ouvrables.

Si vous avez des questions au sujet de ce rappel, veuillez communiquer avec le Service des campagnes de garantie au (800) 547-0712, de 7 h à 16 h, heure du Pacifique, du lundi au vendredi, à l'adresse courriel [DTNA.Warranty.Campaigns@Daimlertruck.com](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). Si vous avez un problème de sécurité lié à ce rappel, vous pouvez communiquer avec Transports Canada — Sécurité des véhicules automobiles au 80 rue Noel, Gatineau (Québec) J8Z 0A1 ou par téléphone au 800 333-0510.

Nous regrettons tout inconvénient que cette mesure pourrait causer, mais nous sommes certains que vous comprenez notre intérêt pour la sécurité des véhicules automobiles.

**SERVICE DES CAMPAGNES DE GARANTIE**  
Enceinte