

**Daimler Truck  
North America LLC**

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

**September 2024  
F1007 A-E  
NHTSA # 24V-571  
Transport Canada # 2024-438**

**Copy of Notice to Owners**

**Subject: Tie Rod Assembly Replacement**

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 Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., has decided that a defect, which relates to motor vehicle safety exists in certain Model Year 2025 Freightliner 108SD, 114SD, Cascadia, and Business Class M2; and Western Star 47X and 57X vehicles manufactured April 15, 2024, through July 30, 2024.

Make	Model	Model Yr.	Prod. Start Date	Prod. End Date
Freightliner	108SD	2025	April 22, 2024	June 26, 2024
Freightliner	114SD	2025	May 20, 2024	July 2, 2024
Freightliner	Cascadia	2025	April 15, 2024	July 30, 2024
Freightliner	M2 106	2025	April 22, 2024	July 20, 2024
Western Star	47X	2025	June 21, 2024	June 21, 2024
Western Star	57X	2025	July 1, 2024	July 11, 2024

The front axle tie rod ball studs may crack and break, which can result in tie rod separation. This may result in a sudden loss of steering control and increase the risk of a crash.

A Daimler Truck North America authorized service facility will inspect and replace the complete tie rod assembly. The Recall will take approximately one to three hours and will be performed free of charge.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us>. Scroll down to "Locate a Dealer" and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at the following URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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 ten 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 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 about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address: [dtna-war-campaigns@daimlertruck.com](mailto:dtna-war-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.

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 Truck 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 Truck North America LLC dealer.

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