

IMPORTANT SAFETY RECALL

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

July 2024

D24R6

NHTSA #24V-401 (School bus)

NHTSA #24V-402 (Non-school bus)

Subject: Tie Rod 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 DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2025 Freightliner Custom Chassis (FCCC) S2C and S2RV, Freightliner 108SD, 144SD, Business Class M2, and Cascadia, Thomas Built Buses SAF-T- LINER C2 and SAF-T-LINER EFX, and Western Star 47X and 49X vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FCCC	S2C 106 Cab & Chassis	2025	2025	April 29, 2024	May 14, 2024
FCCC	S2RV 106 Cab & Chassis	2025	2025	April 25, 2024	May 16, 2024
Freightliner	108SD	2025	2025	April 17, 2024	May 15, 2024
Freightliner	114SD	2025	2025	April 29, 2024	May 23, 2024
Freightliner	Business Class M2	2025	2025	April 17, 2024	May 22, 2024
Freightliner	Cascadia	2025	2025	April 17, 2024	May 22, 2024
Thomas Built Buses	SAF-T- LINER C2	2024	2025	June 20, 2023	May 16, 2024
Thomas Built Buses	SAF-T- LINER EFX	2025	2025	May 29, 2024	May 29, 2024
Western Star	47X	2025	2025	May 2, 2024	May 15, 2024
Western Star	49X	2025	2025	May 2, 2024	May 17, 2024

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

A Daimler Truck North America authorized service facility will replace the complete tie rod assembly. The Recall will take approximately 3 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-dlinfo.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. 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.