

# Field Service Campaign

Daimler Trucks  
North America LLC

December 2013  
SF485AB

## Copy of Notice to Owners Subject: Western Star 4700 Front Springs

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., is initiating Field Service Campaign SF485AB to modify specific Western Star 4700 model vehicles manufactured October 11, 2011, through August 12, 2013.

On certain vehicles, 18,000 lb. front axle springs were installed.

The springs will be replaced with 20,000 lb. front axle springs.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). The campaign will take approximately three hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on December 30, 2014**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure