

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 Bus Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

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If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI16-016  
Effective: 6/7/2016  
Release: 6/7/2016

**SUBJECT: FL712 – Visible in OWL**

This letter is to inform you that recall FL712, ZF IFS Front Axle Steering Gears, will begin tomorrow, 6/8/2016. Vehicles will be visible in OWL, the recall bulletin will be available on DTNAConnect, and claims for work with a repair date of 6/8/2016 and later may be submitted. Some replacement gears are in stock at the PDCs and the balance is in transit now.

**Please help customers complete the recall as soon as possible.**

**FL712A:** (136 vehicles) **All steering gears in this group will be replaced.** Customers have been asked to contact dealers in advance in order to have the replacement gear on hand when they arrive for the recall. ZF North America will drop ship a replacement steering gear if the PDCs do not have a gear in stock.

**FL712B:** (1,214 vehicles) All steering gears will be inspected for specific serial numbers. Gears with suspect serial numbers will be replaced; gears with "good" serial numbers need no further work. **It is expected that only nine gears will require replacement.** Due to the small number of replacement parts needed, gears may not be stocked. Customers have been advised that shipping time will need to be allowed for in the rare instances when a gear will be replaced.

**Using express lanes to complete the inspections for vehicles in FL712B is recommended, as it will speed up the process for both dealers and customers. The inspection process is short and is all that will be needed except for nine vehicles.**

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday.

*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.*