

> 4800 Models  
> 4700 Models  
> 4900 Models

> 5700 Models  
> 6900 Models

**Western Star  
Service Bulletin**

**Description of Revisions:** *This bulletin replaces the version dated July 2009. The phone numbers for support have been updated.*

## General Information

Hours of operation for the Customer Assistance Center (CAC) for Dealer Parts and Service Technical support is as follows.

- Monday through Friday, 5:00 A.M. to 4:00 P.M. Pacific time;
- Saturday 7:00 A.M. to 11:00 A.M. Pacific time;
- Closed Sundays.

This affects calls coming into the following phone numbers:

- 855-253-0422 Parts and Service Support;
- 855-253-0426 Body Builder Support;

These CAC services listed above will also be closed on major holidays.

Customer complaint resolution is available Monday through Friday 6:00 a.m. to 3:30 p.m. Pacific Time by dialing 1-800-FTLHELP, 1-866-850-STAR. Internet requests can still be submitted using the "Contact Us" link listed on the Freightlinertrucks.com, Sterlingtrucks.com and the "Contact" link on the Westernstartrucks.com WEB sites whenever possible.

The roadside assistance call coverage will continue unchanged, 24/7/365.

The CAC continues to make every effort to handle all requests as efficiently as possible. However, when call volume is high, CAC personnel will answer calls in the order received.