

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
Direct Warranty Customers – U.S. and Canada
Export Distributors

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

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

REF #: ICI18-025

Effective: 09/12/2018

Release: 09/12/2018

SUBJECT: Takata Recalls – Dealer Incentive Extended & Owner Incentive Added

This letter is to update you regarding the dealer incentive and to inform you of a new incentive for vehicle owners involved in the Takata airbag recalls on Sterling Bullet vehicles, **FL684** and **FL714**. Note, revised bulletins will **not** be published.

Warranty Campaigns is assisting owners to connect with dealers to schedule the recalls. You may hear from us as we facilitate appointments for vehicles in your area. Your help is vital to reaching the goal of 100 percent completion.

The additional incentive of \$500 per claim for FL684 and FL714 is extended through December 31, 2018. All other incentives also remain in effect.

New this month, a flyer with an offer of a \$50 gift card for completing the Takata airbag recalls was sent to vehicle owners who still need one or both airbags replaced. Owners will ask dealers to note their dealer code and sign a post card at the time the recalls are performed. Owners will return the post card to confirm completion and receive the gift card.

Copies of the flyer and post cards are attached for your information.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

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.

DAIMLER

**Takata Airbag Recalls
FL684 & FL714**

**Daimler Trucks North America Wants You to be Safe
Replace Defective Airbags on Your Sterling Bullet**

**Get your airbags replaced and
Get a \$50 Visa gift card**



To Get Your Gift Card

- Fill out your contact information on the enclosed postcard
- Get the driver and/or passenger airbags replaced
- Have the repairing location sign the postcard
- Mail the postcard
- Get your gift card by return mail



Do You Want Personal Assistance Scheduling the Repair?

- Call (800) 547-0712 and choose option 5
- Give us your name, phone number, the last six characters of your Vehicle Identification Number (VIN), and your city
- We will work with you to find the best repair option and schedule an appointment



DAIMLER

Airbag Recall Completion Reward Request

Name/Address for Gift Card: _____
(Please Print)

REPAIRING DEALER, PLEASE FILL OUT: Dealer Code _____

OR Location Name if NOT a DTNA Dealer: _____

Date of Repair: _____

VIN: XXXXXXXXXXXXXXXXXXXX

Dealer Signature: _____

Print Name: _____



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO.324 PORTLAND OR

POSTAGE WILL BE PAID BY ADDRESSEE

DTNA WARRANTY
555 N AMBOY AVE UNIT 241
YACOLT WA 98675-0805

