

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 #: ICI18-035

Effective: 10/31/2018

Release: 11/1/2018

SUBJECT: FL766 – Final Remedy Temporarily Suspended

This letter is to inform you that the final repair for recall FL766, *Western Star Power Cable Studs*, has been temporarily suspended due to availability of parts. You will see FL766 marked “SUSPENDED” in OWL. The interim recall, INT FL766, has been reinstated. **Please perform the interim recall for customers upon request.** You will be notified when the interim recall will terminate and the final recall will resume.

A notice will be mailed to vehicle owners by the end of next week informing them of the suspension. A draft copy of the notice follows for your reference.

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 Trucks North America LLC

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800.547.0712 Phone
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November 2018
FL766
NHTSA #18V-191

UPDATE – IMPORTANT SAFETY RECALL See enclosed VIN list

Subject: Western Star Power Cable Studs

Daimler Trucks North America LLC (DTNA) is writing to inform affected vehicle owners of a change to the availability of this recall.

The final remedy has been temporarily suspended due to availability of parts. DTNA will re-notify you when the final FL766 repair is available. The Interim recall, INT FL766, has been reinstated to assist vehicle owners in the meantime.

DTNA recommends that you have your vehicle inspected by an authorized Daimler Trucks North America service location. If your vehicle passes the inspection, no further work is needed and the recall will be complete for your vehicle. If your vehicle fails the inspection, an interim repair will be made, and you will be notified when you can return for the final remedy.

Please contact a DTNA dealer to schedule the inspection. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. Depending on the inspection results, the repair will take approximately 30 minutes to three hours, and will be performed at no charge to you.

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 10 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 questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) FTL-HELP after normal business hours. If you are not able to have the defect remedied 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 to <http://www.safercar.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure