

Daimler Trucks North America LLC

Daimler Trucks North America LLC
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

**November 2019
FL821A**

Emissions Recall: Western Star 4900 Exhaust Pipes

Your vehicle may be equipped with an exhaust system that violates (California or California and Federal) standards and regulations.

The U.S. Environmental Protection Agency has determined that your engine/equipment may be emitting pollutants in excess of the federal emission standards (and/or California standards) as defined in Title 40 of the Code of Federal Regulations. These emission standards were established to protect the public health or welfare from air pollution. To ensure your full protection under the emission warranty on your engine/equipment by federal law, and your right to participate in future recalls, we recommend you have your engine/equipment serviced as soon as possible. We may consider your not servicing it to be improper maintenance.

The vehicles affected are specific Western Star 4900 model vehicles manufactured March 8, 2016, through July 25, 2019.

On certain vehicles, the exhaust pipe support bracket lacks durability. This can cause the exhaust pipe to crack at the bellows and weld breaks to occur at the flange, which can lead to exhaust leaks.

A newly designed exhaust pipe and support bracket will be installed between the turbo and Aftertreatment Device, behind the front passenger wheel. Vehicle performance, other engine components, or drivability are not affected.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com / Contact (scroll to the bottom) / Locate a Dealer (scroll to the bottom). The Recall will take approximately one to three hours, depending on the repair, and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

The repairing facility will provide a certificate showing that your vehicle has had the Recall completed. This certificate may be required as a condition of vehicle registration or operation.

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 paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

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. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357.

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

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter