



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 311

Date Received

14-AUG-2019

Repository ☐Reference No.
11244671**OWNER INFORMATION (Type or Print)**Name Address

City MILAN

State MI

Zip Code Daytime Telephone Number E-mail Address Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FUJGLDR6H1

Make

FREIGHTLINER

Model

CASCADIA

Model Year

2017

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type: Original Owner ☐Dealer's City State Zip Code Transmission Type ☐

Antilock Brakes

Powertrain Multiple Failure:

Incident Date(s)

01-APR-2018

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 015000 STEERING: HYDRAULIC POWER ASSIST SYSTEM

Failure Mileage Failure Speed **ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior RepairFailure Location: Tire Component Code Tire Failure Type: **ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**Make: Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Failed Part: **APPLICABLE INCIDENT INFORMATION***(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ NoNumber of Persons Injured Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

, FORMER EMPLOYEE OF AUTOBAHN, OVERSEEING 8 DRIVER TRUCKS HAD ALL TRUCKS REQUIRE POWER STEERING BOXES DUE TO A LOSS OF ASSIST. HER TESTIMONY WILL BE ADDED AS AN ATTACHMENT SINCE IT IS LONGER THAN THE ALLOTTED 2200 CHARACTERS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

██████████, former employee of Autobahn, overseeing 8 driver trucks

██████████ worked as a fleet maintenance supervisor in charge of the safety of 8 trucks to ensure drivers could drive safely while in route. She would be in constant contact with drivers in the event a breakdown should occur. All drivers drove 2017- 2018 Cascadia trucks.

Spring 2018: ██████████ receives a call from one of her drivers, ██████████, an experienced driver for 10 years, stating she was stranded on a narrow 2-lane road with no shoulder, ¼ mile for St. Joes, Michigan, unable to steer the truck in either direction due to what felt like a loss of assist on her 2018 Cascadia. ██████████ said steering effort without warning became increasingly difficult. ██████████ had noticed a week earlier and felt a slight glitch in turning the wheel but it was quick and momentary and didn't worry about it. Now, with traffic behind her, she asked ██████████ what to do. ██████████ stated there was a small repair shop ahead and ██████████ asked her to "creep" the truck to that shop if possible. She was able to do that and the shop diagnosed the problem as a bad steering box. The box was replaced and she was on the road again. The approximate failure mileage was 200,000. When asked about why the mileage was so high on a new truck, ██████████ indicated (like ██████████ also claimed) these trucks are driven non-stop from Michigan to Texas and stop at specified locations to switch drivers so to meet the FMCSA Hours of Service requirements.

. This failure was the first of 8 that occurred on all trucks ██████████ was responsible for and she began to question how the failure propagated. ██████████ then experienced another failure from another driver on the same condition. She had the power steering fluid replaced which helped but within 2 weeks, a leak developed externally and caused the fluid to spray upwards. All her trucks she was responsible for eventually had power steering box failures in the same way the ██████████ had experienced (left/right, or one direction only). She started getting pressure from her office manager questioning whether these failures were made up but felt this condition needed to be resolved. She began to discuss this failure mode with ██████████ who, oversaw a maintenance facility to repair Autobahn trucks in transit. ██████████ had the opportunity to experience this condition on several trucks though not as serious as ██████████ truck. He observed trucks with an intermittent binding and while questioning drivers, they felt the truck would pull as if they had hit a headwind. They thought nothing of it, and continued their route. Overtime, ██████████ found the problem to be heat related.

Through all these failures and her work with ██████████ they contacted TRW and sent two failed boxes for analysis. TRW determined the neoprene seal had failed around a bearing inside the box due to excessive heat and causing the lubrication qualities of the oil to deteriorate. The failure allowed the bearing to create grooves resulting in the misalignment of gears thus causing a change in pressure and lack of assist. (Photos supplied by ██████████ to MHDVD from TRW).

Autobahn's management showed concern regarding replacement of boxes and believed these were unnecessary repairs pressuring ██████████ to make other choices as to the proper diagnosis. She continued, with ██████████ to stress a potential failure that could occur at any given time and Autobahn should take this seriously.

Not soon afterwards, ██████████ was released from employment at Autobahn with the company stating they no longer needed his services. ██████████ was transferred to another department and no longer responsible

to her oversee her group of drivers'. Under constant scrutiny by upper management, she quit her job in February 2019, and went to work for another company. She was aware that Autobahn had purchased approximately 100, 2017 Cascadia's and was informed the company had problems with those as well.