



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

NOV 12 2014

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Nasser Zamani
Product Compliance and Regulatory Affairs
Daimler Trucks North America LLC
Mail Code: C1C-CRA
4747 N. Channel Ave
Portland, OR 97217

NVS-214kmb
PE14-020

Dear Mr. Zamani:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE14-020) to assess the fuel system integrity in certain Freightliner Business Class M2 trucks equipped with compressed natural gas (CNG) fuel systems manufactured by Daimler Trucks North America LLC (DTNA), and to request certain information.

This office is aware of a fatal incident that occurred on April 3, 2014 in Howard, Wisconsin involving a MY 2014 Freightliner Business Class M2 truck. The subject vehicle was configured as a straight truck with a dry van body manufactured by Delta Waseca Inc. and was equipped with a CNG fuel system supplied to DTNA by Agility Fuel Systems Inc. The subject vehicle was owned by McCoy Group Inc. (doing business as McCoy National Lease) and was operated by Ace Manufacturing Industries Inc. (AMI).

At the time of the incident, the subject vehicle was transporting a 3-wheel electric forklift a short distance from one AMI facility to another, approximately 500 meters away. The forklift was loaded into the subject vehicle's cargo compartment with the forks pointing forward. The forks were reportedly lowered to the floor of the cargo compartment and the forklift's parking brake was applied, but the forklift was not properly secured according to 49 CFR Part 393 Subpart I. During a vehicle braking maneuver, the forklift moved forward, penetrated the front wall of the cargo compartment and struck a CNG fuel container mounted behind the truck cab, causing it to burst with explosive force. The driver of the subject vehicle was fatally injured and the passenger was transported to the hospital with incapacitating injuries. No related fire was reported.

This incident has prompted ODI to assess the fuel system integrity of the subject incident vehicle and substantially similar DTNA vehicles equipped with CNG fuel systems. In particular, ODI is interested in assessing how DTNA protects the integrity of CNG fuel systems during foreseeable

events likely to occur during the life of the vehicle, such as accidental cargo spillage, single-vehicle and multiple-vehicle crashes, and how DTNA mitigates the risk of accidental fuel container rupture.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicle(s)**: any and/or all MY 2011-2015 Freightliner Business Class M2 trucks equipped with CNG fuel systems manufactured by DTNA for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.
- **Peer vehicle(s)**: any and/or all MY 2011-2015 Freightliner Business Class M2 trucks equipped with diesel fuel systems manufactured by DTNA for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.
- **Other CNG vehicle(s)**: any and/or all MY 2011-2015 vehicles, other than the subject vehicles, equipped with CNG fuel systems manufactured by DTNA for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions, other than the subject vehicles.
- **Subject component(s)**: any and/or all CNG fuel containers and related mounting hardware manufactured for use on the subject vehicles and/or other CNG vehicles.
- **Peer component(s)**: any and/or all diesel fuel containers manufactured for use on the peer vehicles.
- **CGA C-6.4-2012**: Compressed Gas Association, Inc. publication titled, "Methods for External Visual Inspection of Natural Gas Vehicle (NGV) and Hydrogen Gas Vehicle (HGV) Fuel Containers and Their Installations, Fourth Edition."
- **Subject condition**: any alleged, reported or observed Level 2 or Level 3 CNG fuel container damage that requires repair or replacement as defined by CGA C-6.4-2012.
- **Peer condition**: any alleged, reported or observed diesel fuel container damage that requires repair or replacement.
- **DTNA**: Daimler Trucks North America LLC, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of DTNA (including all business units and persons previously referred to), who are or, in or after January 1, 2010, were involved in any way with any of the following related to the fuel system integrity in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by DTNA, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, “document(s)” also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by DTNA or not. If a document is not in the English language, provide both the original document and an English translation of the document.
 - **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage

claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the fuel system integrity of the subject vehicles, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as DTNA has previously provided a document to ODI, DTNA may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After DTNA’s response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles and other CNG vehicles that DTNA has manufactured for sale or lease in the United States. Separately, for each subject vehicle and other CNG vehicle manufactured to date by DTNA, state the following:
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture;
 - f. Date warranty coverage commenced;
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease);
 - h. Describe the CNG fuel containers equipped by DTNA, their mounting design and configuration, including:
 - i) Manufacturer (e.g. 3M, Hexagon Lincoln, Luxfer, Quantum, Worthington);
 - ii) Type (Type 1, 2, 3 and/or 4 as defined by 49 CFR 571.304);
 - iii) Quantity (e.g. one, two, four, six);
 - iv) Location (e.g. roof mount, behind cab, side mount on frame rail and/or front of body);
 - v) Orientation (e.g. horizontal / vertical, longitudinal / transverse);
 - vi) Mounting method (e.g. boss, strap, cradle);
 - vii) Configuration (e.g. single, dual side-saddle, 2x2 array, 4x1 array);
 - viii) Size, expressed in both nominal dimensions (e.g. 14x35, 21x60) and diesel gallon equivalent (DGE);
 - ix) Date(s) marking the end of the fuel container manufacturer’s recommended service life;

- xi) The customer's intended application, if known (e.g. Pickup and Delivery, Refuse, Regional Short Haul, Sweeper, etc.).

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be emailed to you.

2. State, by model and model year, the number of peer vehicles DTNA has manufactured for sale or lease in the United States.
3. State the number of each of the following, received by DTNA, or of which DTNA is otherwise aware, which relate to, or may relate to, the subject condition in the subject vehicles and/or other CNG vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury or fatality;
 - d. Reports involving unsecured cargo or cargo spillage;
 - e. Reports involving a fuel container rupture, burst or explosion;
 - f. Reports involving a fire;
 - g. Property damage claims;
 - h. Third-party arbitration proceedings where DTNA is or was a party to the arbitration; and
 - i. Lawsuits, both pending and closed, in which DTNA is or was a defendant or codefendant.

For subparts "a" through "i," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "i," provide a summary description of the alleged problem and causal and contributing factors and DTNA's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "g" and "h," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Separately, state the number of each of the above items "a" through "i," received by DTNA, or of which DTNA is otherwise aware, which relate to, or may relate to, the peer condition in the peer vehicles.

4. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 3 which relate to, or may relate to, the subject condition in the subject vehicles and/or other CNG vehicles, state the following information:
 - a. DTNA's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 3 (i.e., consumer complaint, field report, etc.);

- c. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's hours/mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether a crash is alleged;
- j. Whether unsecured cargo or cargo spillage is alleged;
- k. Whether a fuel container rupture, burst or explosion is alleged;
- l. Whether a fire is alleged;
- m. Whether property damage is alleged;
- n. Number of alleged injuries, if any;
- o. Number of alleged fatalities, if any;
- p. State the level of subject component damage alleged, reported or observed as defined by CGA C-6.4-2012 and who made the determination regarding the level of subject component damage (e.g. customer, fuel container manufacturer, DTNA); and
- q. Provide a summary of the incident, including DTNA's assessment of the root cause and contributing factors.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "INCIDENT DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- 5. Produce copies of all documents related to each item within the scope of Request No. 3 which relate to, or may relate to, the subject condition in the subject vehicles and/or other CNG vehicles. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method DTNA used for organizing the documents. Describe in detail the search methods and search criteria used by DTNA to identify the items in response to Request No. 3.
- 6. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by DTNA to date that relate to, or may relate to, the subject condition in the subject vehicles and/or other CNG vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. DTNA's claim number;
- b. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle hours/mileage at time of repair;

- d. Repair date;
- e. Vehicle hours/mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code. If portions of the diagnosis and repair were completed by multiple parties (e.g. DTNA dealer and fuel container manufacturer), please provide a response for each such repairing dealer or facility;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer;
- k. Cause as stated on the repair order;
- l. Correction as stated on the repair order; and
- m. Additional comments, if any, by dealer/technician relating to claim and/or repair;
- n. State the level of subject component damage alleged, reported or observed as defined by CGA C-6.4-2012 and who made the determination regarding the level of subject component damage (e.g. customer, fuel container manufacturer, DTNA); and
- o. Provide a summary of the incident, including DTNA's assessment of the root cause and contributing factors.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- 7. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by DTNA to date that relate to, or may relate to, the peer condition in the peer vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.
- 8. Describe in detail the search methods and search criteria used by DTNA to identify the claims in response to Request No. 6 and Request No. 7, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the subject condition in the subject vehicles.

State, by make and model year, the terms of the new vehicle warranty coverage offered by DTNA on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that DTNA offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

- 9. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the subject condition in the subject vehicles, that DTNA has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or

communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that DTNA is planning to issue within the next 120 days.

10. Produce copies of all operating and maintenance manuals that relate to the subject components in the subject vehicles that DTNA has issued to any dealers, regional or zone offices, field offices, fleet purchasers, customers, end users or other entities, including any supplements or addendums.
11. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the subject condition in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, DTNA. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

12. Describe all modifications or changes made by, or on behalf of, DTNA in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the subject condition in the subject vehicles. For each such modification or change, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part number(s) (service and engineering) of the original component;
 - e. The part number(s) (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that DTNA is aware of which may be incorporated into vehicle production within the next 120 days.

13. State the number of each of the following that DTNA has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):

- a. Subject components; and
- b. Any kits that have been released, or developed, by DTNA for use in service repairs, updates or upgrades to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which DTNA is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

14. State the number of peer components that DTNA has sold that may be used in the peer vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*).

15. Describe, in general terms, the design requirements for the subject components on the subject vehicles and other CNG vehicles with regards to safety, including how DTNA protects the integrity of the fuel system during foreseeable events likely to occur during the life of the vehicle, such as damage that occurs due to vehicle use, road hazards, loading, unloading and accidental cargo spillage, single-vehicle and multiple-vehicle crashes, and how DTNA mitigates the risk of accidental fuel container rupture. Provide copies of all Failure Modes and Effects Analysis (FMEA) documents related to the subject components on the subject vehicles, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

16. Furnish DTNA's assessment of the subject condition in the subject vehicles, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the subject condition was occurring or subject component was malfunctioning;
- f. The role of cargo securement, both pre- and post- incident;
- g. The role of accidental cargo spillage;
- h. DTNA's interpretation of provisions in the following voluntary industry standards and what processes, including performance requirements, DTNA has adopted to ensure conformance with them:
 - i) ANSI NGV 2-2007 §2.8 "Installation Requirements"; and
 - ii) NFPA 52-2013 §6.3 "Installation of Fuel Supply Containers".

Legal Authority for This Request

This letter is being sent to DTNA pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information.

Civil Penalties

DTNA's failure to respond promptly and fully to this letter could subject DTNA to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to \$7,000 per violation per day, with a maximum of \$35,000,000 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond completely, accurately, and in a timely manner to ODI information requests. The maximum civil penalty of \$7,000 per violation per day is established by 49 CFR 578.6(a)(3). The maximum civil penalty of \$35,000,000 for a related series of daily violations of 49 U.S.C. § 30166 is authorized by 49 U.S.C. § 30165(a)(3) as amended by § 31203(a)(1)(B) of the Moving Ahead for Progress in the 21st Century Act, Public Law 112-141.

If DTNA cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, DTNA does not submit one or more requested documents or items of information in response to this information request, DTNA must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Confidential Business Information

All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE14-020 in DTNA's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If DTNA claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, DTNA must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. DTNA is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be**

BUSINESS INFORMATION” (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats. *See* 49 CFR 512.6(c) (as amended by 72 Fed. Reg. 59434 (October 19, 2007)).

If you have any questions regarding submission of a request for confidential treatment, contact Otto Matheke, Senior Attorney, Office of Chief Counsel at otto.matheke@dot.gov or (202) 366-5253.

Due Date

DTNA's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by January 23, 2015. DTNA's response must include all non-confidential attachments and a redacted version of all documents that contain confidential information. If DTNA finds that it is unable to provide all of the information requested within the time allotted, DTNA must request an extension from me at (202) 366-6938 no later than five business days before the response due date. If DTNA is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information DTNA then has available, even if an extension has been granted.

Please send email notification to Mr. Kyle Bowker at kyle.bowker@dot.gov and to ODI_IRresponse@dot.gov when DTNA sends its response to this office and indicate whether there is confidential information as part of DTNA's response.

If you have any technical questions concerning this matter, please call Mr. Kyle Bowker of my staff at (202) 366-9597.

Sincerely,

A handwritten signature in black ink, appearing to be 'B. York', written over a horizontal line.

Bruce York, Chief
Medium and Heavy Duty Vehicles Division
Office of Defects Investigation