



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: EA 17-001
Prompted by: EWR Field Reports
Date Opened: 04/03/2017
Investigator: Peter Kivett
Approver: Stephen Ridella
Subject: Wiper Motor Failure
Reviewer: Bruce York-B

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Daimler Trucks North America LLC
Products: 2015-2016 Freightliner Cascadia Trucks
Population: 193,862
Problem Description: The wiper motor intermittently ceases to operate causing a loss of vision while driving and increasing the risk of a crash

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	0	4	4
Crashes/Fires:	0	1	1
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	1,864	1,864**

***Description of Other:** Manufacturer Warranty Claims and Field Reports

****** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: This investigation is being upgraded to an Engineering Analysis

Summary:

On April 13, 2016, the Office of Defects investigation (ODI) opened a Preliminary Evaluation (PE16-005) on 2015-2016 MY Freightliner Cascadia trucks, alleging windshield wiper motor failures. The investigation was opened based on EWR field reports describing windshield wipers that intermittently failed to operate, causing a loss of vision and increasing the risk of a crash. Several of the reports alleged multiple vehicles experiencing the failure, while multiple failures happen on the same vehicle. Many of the field reports indicated the windshield wiper problem was resolved once the wiper motor is replaced.

Through communications with the manufacturer, ODI learned they had received 4 complaints, 12 field reports and 1,852 warranty reports involving the alleged defect on the subject vehicles. ODI was also made aware of a crash due to wiper failure during a rain storm. ODI interviewed both the owner and driver of the truck. The driver alleged he switched the wiper speed from intermediate to high and the wiper stopped working. During the loss of vision event, he lost control of his vehicle, hitting an embankment on the passenger side. The owner of the truck stated that after towing the vehicle back to their property, the function of the wipers was tested and they were found not to operate.

The manufacturer informed ODI they have collected wiper motors from vehicles that allegedly had wipers fail and bench tested them. In each case they state the motor was found to operate normally. The manufacturer states they have not been able to duplicate the wiper failure problem as described in reports.

This investigation has been upgraded to an Engineering Analysis for ODI to gather additional information concerning wiper system performance. ODI will also study peer vehicles to understand how they perform relative to the subject

vehicles.

This investigation is being upgraded to a Engineering Analysis.