

INFORMATION REDACTED  
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INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)

Daimler Truck North America LLC  
Sam Geser  
Product Defect Investigation  
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**PUBLIC VERSION**

January 3, 2025

**VIA ELECTRONIC SUBMISSION ONLY**

Mr. Josh Neff  
Chief, Medium & Heavy Duty Vehicle Defect Division  
National Highway Traffic Safety Administration (NHTSA)  
Office of Defects Investigation  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

**Subject: Daimler Truck North America LLC's Complete Response to NHTSA  
Information Request in PE 23-010**

Dear Mr. Neff:

Enclosed is Daimler Truck North America LLC's ("DTNA") response to the National Highway Traffic Safety Administration's ("NHTSA") Office of Defects Investigation ("ODI") November 21, 2024 Information Request (sometimes referred to below as "IR") in connection with the agency's Preliminary Evaluation ("PE") (PE24-032).

DTNA's response to this IR was prepared pursuant to a diligent search for the requested information. DTNA has employed its best efforts to provide responsive information. We would be pleased to meet with agency personnel to discuss any aspect of this IR response.

**I. General Responses**

A. On November 21, 2024, NHTSA sent DTNA an IR via e-mail. The IR set forth a due date of Friday, January 3, 2025. On December 6, 2024, DTNA timely submitted a request for an extension of time to respond to questions 8 through 14 of the IR on or before January 31, 2025. On December 7, 2024, NHTSA granted DTNA's request. Accordingly, DTNA timely submits its partial response to the agency's IR on the provided due date. As agreed, DTNA will submit its responses to questions 8 through 14 of this IR by January 31, 2025.

B. DTNA's response to this IR was based on good faith searches of locations where responsive documents kept in the ordinary course of business would normally be found, and in consultation with current personnel knowledgeable about the information requested.

C. Consistent with its General Objections set forth below, DTNA has made a good faith effort to collect the information necessary to respond to the IR, and reserves the right to amend and/or supplement this response, as appropriate.

D. Without waiving any objections set forth below, DTNA's responses reflect information for and are limited to all "Subject vehicle(s)" equipped with the "Subject system(s)" with the "Alleged defect," as those definitions appear in the Information Request.

E. DTNA reserves the right to recapture privileged or otherwise protected or exempted documents that may have been inadvertently produced in response to this IR under applicable law. Any inadvertent production of privileged material is not, and should not be interpreted as, a waiver of any applicable privilege.

F. DTNA notes that some of the information being produced pursuant to this inquiry may contain personal information such as customer names, addresses, telephone numbers, and complete Vehicle Identification Numbers (VINs). DTNA is producing such personal information to facilitate the Agency's investigation with the understanding and under the assurance that the Agency will not make such personal information available to the public under FOIA Exemption 6, 5 U.S.C. 552(b)(6).

G. As directed by the agency in the IR, for each applicable question, DTNA repeated the request verbatim above each response and identified the source of the information and the last date the information was gathered. DTNA's responses reflect its best, good faith understanding of applicable information and data as of the date identified in each response.

H. DTNA reserves the right to update and supplement this response and any subsequent responses as new information comes available or where certain requests for information could not be fully provided within the time allowed.

## **II. General Objections**

The General Objections set forth below are hereby incorporated by reference into each and every one of DTNA's responses to the IR. These General Objections apply to today's response, and any subsequent supplementation. These General Objections are also deemed as continuing as to each subpart of the IR question, and are not waived, nor in any way limited, by the specific responses to a subpart. No failure to specifically incorporate General Objections

shall be construed as a waiver. Moreover, any applicable, good faith objection not raised in this section shall not be interpreted as a waiver.

A. DTNA respectfully objects to the definition of “document(s)” set forth in the IR because it is unreasonably broad and ambiguous in the context of the information sought by this IR.

B. DTNA objects to the definition of “DTNA” because it is unreasonably broad, vague, and ambiguous in the context of the information sought by this IR. Without waiving said objection, DTNA will respond to NHTSA’s requests using reasonable, good faith searches of responsive business records kept in the ordinary course of business at appropriate business locations.

C. DTNA reserves the right to interpose additional good faith objections, as appropriate.

### **III. Request for Confidential Treatment & Freedom of Information Act Protections**

Pursuant to 49 C.F.R. Part 512, DTNA is submitting a request for confidential treatment of confidential business information in conjunction with its response to NHTSA’s IR. Material that appears in brackets is confidential business information.

DTNA believes NHTSA’s policy is to protect the privacy of individuals under Exemption 6 of the Freedom of Information Act, 5 U.S.C. 552(b)(6), and applicable law and guidance thereunder. To the extent information is provided to NHTSA that contains the name, address, and other personal information of owners or other individuals, including DTNA personnel, or otherwise, DTNA respectfully requests that NHTSA not make public any such private information.

### **IV. Specific Responses**

**1. State, by model and model year, the number of subject vehicles DTNA has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by DTNA, state the following:**

- a. Vehicle identification number (17-character VIN);**
- b. Make;**
- c. Model;**
- d. Model Year;**
- e. Subject component part number and design version installed as original equipment;**
- f. Date of manufacture (MM/DD/YYYY);**
- g. Date warranty coverage commenced (MM/DD/YYYY); and**
- h. The State in the United States where the vehicle was originally sold or leased, or delivered for sale or lease (postal abbreviation).**

**Provide the table in Microsoft Excel 2010, or a compatible format, entitled**

**“PRODUCTION DATA.” A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.**

Response to Request 1

**CONTAINS CONFIDENTIAL BUSINESS INFORMATION**

The source of this information is our production database (current as of December 18, 2024).

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2. **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 alleged defect in the subject 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. **Property damage claims;**

- e. Third-party arbitration proceedings, both pending and closed, where DTNA is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which DTNA is or was a defendant or codefendant.

For subparts “a” through “f,” 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 “f,” 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 “e” and “f,” 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.

## Response to Request 2

### CONTAINS CONFIDENTIAL BUSINESS INFORMATION

The source of this information is our database as of December 20, 2024.

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**3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:**

- a. DTNA's file number or other identifier used;**
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);**
- c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);**
- d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type); Add separate columns for each field**
- e. Vehicle's 17-character VIN;**
- f. Vehicle's make, model and model year (please use distinct fields for each data type);**
- g. Vehicle's mileage at time of incident (numeric data type);**
- h. Incident date (MM/DD/YYYY);**
- i. Report or claim date (MM/DD/YYYY);**
- j. Whether a crash is alleged;**
- k. Whether property damage is alleged;**
- l. Number of alleged injuries, if any; and**
- m. Number of alleged fatalities, if any.**

**Provide this information in Microsoft Excel 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.**

Response to Request 3

## **CONTAINS CONFIDENTIAL BUSINESS INFORMATION**

The source of this information is our Cognitive database (current as of December 20, 2024) and legal database (current as of December 2, 2024).

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**4. Produce copies of all documents related to each item within the scope of Request No. 2. 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. 2.**

Response to Request 4

## **CONTAINS CONFIDENTIAL BUSINESS INFORMATION**

The source of this information is our Cognitive database (current as of December 20, 2024) and legal database (current as of December 2, 2024)

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**5. 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 alleged defect in the subject 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), email address and telephone number (please use distinct fields for each data type);**
  - c. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);**
  - d. 17-character VIN;**
  - e. Repair date (MM/DD/YYYY);**
  - f. Vehicle mileage at time of repair (numeric data type);**
  - g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);**
  - h. Labor operation number(s);**
  - i. Problem code(s);**
  - j. Diagnostic trouble code(s);**
  - k. Replacement part number(s) and description(s);**
  - l. Concern stated by customer;**
  - m. Cause as stated on the repair order;**
  - n. Correction as stated on the repair order; and**
  - o. Additional comments, if any, by dealer/technician relating to claim and/or repair.**
- Provide this information in Microsoft Excel 2010, or a compatible format, entitled "WARRANTY DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.**

Response to Request 5

## **CONTAINS CONFIDENTIAL BUSINESS INFORMATION**

The source of this information is our warranty database (current as of December 20, 2024).

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- 6. Describe in detail the search methods and search criteria used by DTNA to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.**

Response to Request 6

**CONTAINS CONFIDENTIAL BUSINESS INFORMATION**

The source of this information is our warranty database (current as of December 20, 2024).

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- 7. Provide a list of all labor operations, labor operation descriptions, problem codes, problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.**

Response to Request 7

**CONTAINS CONFIDENTIAL BUSINESS INFORMATION**

The source of this information is our warranty database (current as of December 20, 2024).

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## Certificate of Corporate Responsibility for Reports

I, Sam Geser, pursuant to 49 U.S.C. 30166(o), state as follows:

1. I am the Product Defect Investigation Engineering Manager in Daimler Truck North America LC (“DTNA”), and I am authorized by DTNA to execute this certificate on its behalf.
2. I have reviewed the foregoing submission and, based on my knowledge, the submission does not contain any untrue statement of a material fact; or omit to state a material fact necessary in order to make the statements made not misleading, in light of the circumstances under which such statements were made.
3. I directed a good faith inquiry be conducted that would be reasonably calculated to assure that DTNA’s responses are complete and correct, and that documents within the possession, custody and control of DTNA be searched diligently for information responsive to the Information Request to be produced to NHTSA.
4. Based on information provided to me, inquiry has been made of the persons and offices reasonably calculated to have responsive information and documents, and the answers to the Information Request are correct based upon DTNA’s investigation to date.
5. DTNA’s review is ongoing, and DTNA reserves the right to supplement or clarify these responses if appropriate to do so.
6. I certify under penalty of perjury that the foregoing is true and correct.

Executed this 2<sup>nd</sup> day of January 2025.



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Sam Geser  
Product Defect Investigation Engineering Manager  
Daimler Truck North America LLC