

Part 573 Safety Recall Report

19V-769

Manufacturer Name : Daimler Trucks North America LLC

Submission Date : OCT 25, 2019

NHTSA Recall No. : 19V-769

Manufacturer Recall No. : FL-835



Manufacturer Information :

Manufacturer Name : Daimler Trucks North America LLC

Address : 4747 N. Channel Avenue

Portland OR 97217-3849

Company phone : 800-745-8000

Population :

Number of potentially involved : 1,331

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2020-2020 Western Star 4700

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Western Star 4700 Vehicles manufactured at the Cleveland Truck Manufacturing Plant

Production Dates : JAN 04, 2019 - OCT 04, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The steering shaft assembly on certain Western Star 4700 vehicles may not have been installed correctly

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The defect could lead to a loss of mechanical connection between the steering wheel and the front axle wheels. This could lead to a loss of control of the vehicle.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

Late June 2019 DTNA received notification of a vehicle that lost the upper steering pinch bolt. July 2019, DTNA began an extensive investigation. The investigation included a production inspection of 30 vehicles and found one vehicle with a ¼ turn on a pinch bolt, leading to further analysis. August 2019, DTNA conducted an exploratory inspection of 15 other vehicles built on the same day as the original vehicle with the lost bolt. No other vehicle inspected had loose bolts. September 2019, a vehicle was reported by a dealer to have had a steering shaft that was not installed properly, impacting the connection between the steering wheel and the front axle wheels. Following the report of this new issue, an additional inspection of 62 vehicles was performed at the plant and the inspection found one vehicle with the steering shaft connection slightly below torque spec. No other vehicles inspected had an improper steering shaft installation. October 2019, it was identified that the line at the Cleveland plant that assembles Western Star 4700s was restructured in January 2019 and the new roles for quality checks had not been as clearly defined as previously contributing to this issue. This issue has been addressed and the roles are now clearly defined with additional training and updated standard work instructions. While the two issues (the upper steering bolt and the steering shaft installation) are different, the potential consequences are similar and therefore DTNA decided to initiate a voluntary recall campaign in an abundance of caution. The campaign will enable inspection of the steering shaft of the remaining Western Star 4700 vehicles produced between the suspect dates at the Cleveland plant.

Description of Remedy :

Description of Remedy Program : Subject vehicles will be inspected and repaired if needed. Repairs will be performed by Daimler Trucks North America authorized service facilities. Customer notification will be done by first class mail using Daimler Trucks North America records to determine the customers affected.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.

Planned Dealer Notification Date : DEC 23, 2019 - DEC 23, 2019

Planned Owner Notification Date : DEC 23, 2019 - DEC 23, 2019

* NR - Not Reported