**Part 573 Safety Recall Report**  
**19V-792**

**Manufacturer Name:** Daimler Trucks North America LLC  
**Submission Date:** NOV 04, 2019  
**NHTSA Recall No.:** 19V-792  
**Manufacturer Recall No.:** FL-836

**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: 2,725  
- Estimated percentage with defect: 4%

**Vehicle Information:**

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>2016-2020 Western Star 4900</th>
<th>2016-2020 Western Star 5700</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Type</td>
<td>OTHER</td>
<td>BUSES, MEDIUM &amp; HEAVY VEHICLES</td>
</tr>
<tr>
<td>Body Style</td>
<td>OTHER</td>
<td>OTHER</td>
</tr>
<tr>
<td>Power Train</td>
<td>DIESEL</td>
<td>DIESEL</td>
</tr>
<tr>
<td>Descriptive Information</td>
<td>Western Star vehicles manufactured between the above dates and equipped with sleeper cab vent windows.</td>
<td>Western Star vehicles manufactured between the above dates and equipped with sleeper cab vent windows.</td>
</tr>
<tr>
<td>Production Dates</td>
<td>JAN 15, 2015 - OCT 29, 2019</td>
<td>JAN 15, 2015 - OCT 29, 2019</td>
</tr>
<tr>
<td>VIN Range 1</td>
<td>Begin: NR</td>
<td>Begin: NR</td>
</tr>
<tr>
<td>Not sequential</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Description of Defect:**
- **Description of the Defect:** On the affected vehicles, there have been reports of the vent windows separating from the strut assembly. The strut assembly prevents the vent window from over rotating and detaching from the hinge. Separation of the strut rod may have occurred due to adhesive failure caused by manufacturing process issues.
- **FMVSS 1:** NR
- **FMVSS 2:** NR

The information contained in this report was submitted pursuant to 49 CFR §573
## Description of the Safety Risk

A vent window separating from the vehicle whilst in motion could lead to debris on the road increasing the risk of a road hazard.

## Description of the Cause

NR

## Identification of Any Warning that can Occur

NR

## Supplier Identification

### Component Manufacturer

- **Name**: NR
- **Address**: NR
- **Country**: NR

## Chronology

September 2019, DTNA received a notification of a vent window separation from a dealer. September-October 2019, DTNA conducted a thorough investigation working with the supplier to identify root cause and the scope of the issue. DTNA’s investigation included inspection of the vent window-strut assembly design, supplier production facilities, materials and procedures. October 29th, 2019, DTNA with an abundance of caution, decided to conduct a voluntary recall on the potentially affected vehicles.

## Description of Remedy

### Description of Remedy Program

The vent windows will be replaced. Repairs will be performed by Daimler Trucks North America authorized service facilities. Copies of the reimbursement plan will be submitted as a supplemental report when available.

### 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: JAN 02, 2020 - JAN 02, 2020
Planned Owner Notification Date: JAN 02, 2020 - JAN 02, 2020

* NR - Not Reported