

Defect Information Report

(Section 573.6)

FL-835

Date of Submission: *October 25, 2019*

Manufacturer: Daimler Trucks North America LLC
P.O. BOX 3849
Portland, Oregon 97208

Type of Report: Safety Defect Non-Compliance

Vehicle Information

Model Yr. Start: 2020 Model Yr. End: 2020

Make: *Western Star*

Model: 4700

Production Dates: Begin: 01/07/2019 End: 10/04/2019

Descriptive Information:

Western Star 4700 Vehicles manufactured at the Cleveland Truck Manufacturing Plant

Number potentially involved: 1331 Estimated percentage of involve with defect: 0.2%

Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance:

The steering shaft assembly on certain Western Star 4700 vehicles may not have been installed correctly

Describe 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.

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:

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.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.

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. –

Identify the Recall Schedule

Describe the recall schedule for notifications.:

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

Planned Dealer Notification Begin Date:	<i>12/23/2019</i>
Planned Dealer Notification End Date:	<i>12/23/2019</i>
Planned Owner Notification Begin Date:	<i>12/23/2019</i>
Planned Owner Notification End Date:	<i>12/23/2019</i>

Manufacture's identification code for this recall (if applicable): *FL-835*

DTNA Representative;



Andy Jones
Manager
Compliance and Regulatory Affairs