

## Defect Information Report (Section 573.6)

**FL-836**

Date of Submission: **November 4, 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: 2016 Model Yr. End: 2020

Make: *Western Star*

Model: 4900 and 5700

Production Dates: Begin: 01/15/2015  
End: 10/29/2019

**Descriptive Information:** *Western Star vehicles manufactured between the above dates and equipped with sleeper cab vent windows.*

**Number potentially involved:** 2725 vehicles

**Estimated percentage of involve with defect:** 4%

### Defect / Noncompliance Description

**For this Defect/Noncompliance:**

**Describe the defect or noncompliance:** *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*

**If a noncompliance, provide the applicable FMVSS:** NA

**Describe 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.*

## **Chronology of Defect / Noncompliance Determination**

**Provide the chronology of events leading up to the defect decision or test data for the Noncompliance decision.** *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.*

## **Identify the Remedy**

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

## **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.*

<b>Planned Dealer Notification Begin Date:</b>	1/2/2020
<b>Planned Dealer Notification End Date:</b>	1/2/2020
<b>Planned Owner Notification Begin Date:</b>	1/2/2020
<b>Planned Owner Notification End Date:</b>	1/2/2020

**Manufacture's identification code for this recall (if applicable):** *FL-836*

**DTNA Representative;**



Andy Jones  
Manager  
Compliance and Regulatory Affairs