



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 17, 2021

Ms. Tiffani Torgeson  
Daimler Trucks North America, LLC  
4747 N Channel Ave  
Portland, OR 97217

NEF-107MR  
21V-864

**Subject:** Loss of Steering Control

Dear Ms. Torgeson:

This letter serves to acknowledge Daimler Trucks North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

WESTERN STAR/49X/2021-2022

**Mfr's Report Date:** November 5, 2021

**NHTSA Campaign Number:** 21V-864

**Components:**

STEERING

**Potential Number of Units Affected:** 479

**Problem Description:**

Daimler Trucks North America, LLC. (DTNA) is recalling certain 2021-2022 Western Star 49X vehicles. The steering shaft may not have been properly installed, causing it to separate from the steering gear.

**Consequence:**

Steering shaft separation can result in a loss of steering control, increasing the risk of a crash.

**Remedy:**

Dealers will inspect the steering shaft and repair it as necessary, free of charge. Owners are advised to not drive their vehicles until the inspection has been performed. Owner notification letters are expected to be mailed January 3, 2022. Owners may contact DTNA customer service at 1-800-547-0712. DTNA's number for this recall is 905.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

We note that DTNA is advising owners to not drive their vehicles until they have been inspected. Please amend the Part 573 report to include this advisory.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Daimler Trucks North America, LLC's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement