

Part 573 Safety Recall Report

21V-946

Manufacturer Name : Daimler Trucks North America, LLC**Submission Date :** DEC 20, 2021**NHTSA Recall No. :** 21V-946**Manufacturer Recall No. :** FL-914**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 :** 21**Estimated percentage with defect :** 1 %**Vehicle Information :****Vehicle 1 :** 2021-2022 Western Star 4900**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :****Power Train :** NR**Descriptive Information :** Certain vehicles that had steering related components installed in a post-production offline process at the Portland Oregon manufacturing plant during a limited period of time.**Production Dates :** OCT 28, 2020 - NOV 01, 2021**VIN Range 1 : Begin :** NR**End :** NR☐ Not sequential**Description of Defect :****Description of the Defect :** On certain vehicles that went through a post-production ("offline") installation process, the steering shaft may not have been properly installed. If the steering shaft has not been properly installed, it may separate from the steering gear resulting in a loss of steering control.**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** A loss of steering control may lead to a vehicle crash.**Description of the Cause :** NR**Identification of Any Warning that can Occur :** NR**Involved Components :**

Component Name 1 : Pinch Bolt

Component Description : Steering Pinch Bolt

Component Part Number : 14-18773-001

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In November 2021, DTNA received the first report of a vehicle where the steering shaft became disconnected at the base of the steering column assembly in a vehicle traveling at low speed, resulting in neither an accident nor an injury. Within the same month, it was found that the pinch bolt was not properly torqued. DTNA promptly began a review of the installation process, which continued into early December and found that certain vehicles which had steering related part shortages and were consequently taken off the manufacturing line for post-process part installation in offline, the inspection of the upper pinch bolt may not have been done properly. Plant inspections found no additional vehicles where the steering shaft was not properly installed. The investigation isolated the issue to certain vehicles produced at one manufacturing plant and a short window of time. Early in December 2021 when the investigation had determined the facts, out of an abundance of caution, DTNA promptly released a recall.

Description of Remedy :

Description of Remedy Program : Vehicles will be inspected to ensure that the steering shaft is properly installed and, if not properly installed, the pinch bolt will be replaced. Repairs will be performed by Daimler Trucks North America authorized service facilities. Details of the reimbursement plan will be included in the owner's notification letter.

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 : FEB 05, 2022 - FEB 05, 2022

Planned Owner Notification Date : FEB 05, 2022 - FEB 05, 2022

* NR - Not Reported