

Defect Information Report (Section 573.6)

FL-888

Date of Submission: *May 19, 2021*

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: 2021 **Model Yr. End:** 2022

Make: Thomas Built Buses

Model: Saf-T-Liner C2, Saf-T-Liner HDX

Production Dates: **Begin:** 12/15/2020 **End:** 04/14/2021

Descriptive Information: Vehicles built with certain suspect tie rod clamp nuts.

Number potentially involved: 479 **Estimated percentage of involve with defect:** 1%

Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance: On certain vehicles, the tie rod clamp may be loose due to the supplied lock nuts being over-crimped. This can cause thread galling of the bolt and nut during installation. When galling occurs, it is possible that assembly torque may be achieved but the clamp is still loose.

Describe the safety risk: The tie rod clamp being loose could lead to the threaded tie rod ends becoming loose and eventual steering loss if the rod end pulls out of the tie rod, or the tube is broken due to vibration of the loose joint.

Identify any warning which can precede or occur: Decrease in steering response

If applicable, identify the manufacture of the defective or noncompliant component: USK

Chronology of Defect / Noncompliance Determination

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

Late December, 2020, despite a lack of warranty claims and any other indications of failures on customer vehicles, DTNA's axle assembly plant in Mexico reported a tie rod clamp nut quality concern and promptly began a containment effort. January, 2021, DTNA discussed with the tie rod supplier the concerns, and the supplier established what it believed to be a "clean" date for tie rods assembled with properly crimped clamp nuts. No information suggested that the problem extended further, and all indications were that no defective parts escaped the production plant. February 2021, DTNA's axle assembly plant in Detroit reported finding similarly suspect parts and promptly began containment. March 2021, DTNA resumed discussions with the supplier on this issue to understand scope of issue. Early May 2021, DTNA received DFMEA from the supplier suggesting a potential safety concern. May 2021, even though DTNA is not aware of any field failures related to this concern nor has any information to suggest the existence of a defect with an unreasonable risk to the safety of any vehicles in the field, DTNA decided to conduct a voluntary safety recall.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement. *Tie rod clamp bolts and nuts 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.*

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>07/17/2021</i>
Planned Dealer Notification End Date:	<i>07/17/2021</i>
Planned Owner Notification Begin Date:	<i>07/17/2021</i>
Planned Owner Notification End Date:	<i>07/17/2021</i>

Manufacture's identification code for this recall (if applicable): *FL-888*

DTNA Representative;



Larissa Stoffels
Executive Manager, Vehicle Safety
Compliance and Regulatory Affairs