

## Defect Information Report (Section 573.6)

**FL-914**

**Date of Submission:** *December 8, 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:** Western Star

**Model:** 4900

**Production Dates:**    **Begin:** *10/28/2020*              **End:** *11/01/2021*

**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.

**Number potentially involved:** *21*      **Estimated percentage of involve with defect:** *1%*

### Defect / Noncompliance Description

#### For this Defect/Noncompliance:

**Describe the defect or noncompliance:** 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.

**Describe the safety risk:** A loss of steering control may lead to a vehicle crash.

**Identify any warning which can precede or occur:** N/A

**If applicable, identify the manufacture of the defective or noncompliant component.:** N/A

### Involved Components

**Component Name:** Pinch Bolt

**Component Description:** Steering Pinch Bolt

**Component Part Number:** 14-18773-001

## Chronology of Defect / Noncompliance Determination

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

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.

## Identify the Remedy

**Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.** *Vehicles will be inspected to ensure that the steering shaft is properly installed and repaired as necessary. 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:** 02/05/2022

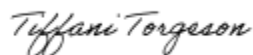
**Planned Dealer Notification End Date:** 02/05/2022

**Planned Owner Notification Begin Date:** 02/05/2022

**Planned Owner Notification End Date:** 02/05/2022

**Manufacture's identification code for this recall (if applicable):** FL-914

**DTNA Representative;**



Tiffani Torgeson

Manager

Compliance and Regulatory Affairs