

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.

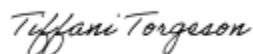
Identify the Remedy

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, 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.*

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