

# Part 573 Safety Recall Report

# 22V-230

**Manufacturer Name :** Daimler Trucks North America, LLC**Submission Date :** JUN 08, 2022**NHTSA Recall No. :** 22V-230**Manufacturer Recall No. :** FL-926**Manufacturer Information :****Population :**

Manufacturer Name : Daimler Trucks North America, LLC

Number of potentially involved : 689

Address : 4747 N. Channel Avenue

Estimated percentage with defect : 100 %

Portland OR 97217-3849

Company phone : 800-745-8000

**Vehicle Information :**

Vehicle 1 : 2021-2022 Western Star 49X

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : All Western Star 49X built within the production date range.

Production Dates : MAR 19, 2019 - JUN 30, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2021-2021 Western Star 47X

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : All Western Star 47X built within the production date range.

Production Dates : MAY 19, 2021 - MAY 27, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : On the affected vehicles, the spline teeth in the windshield wiper arm may wear and break potentially resulting in wipers not functioning properly. It is also possible, although significantly less likely, that the wiper's casting arm may break.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In some cases, the wipers may not function properly reducing the driver's visibility under certain operating conditions, which may increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : If the driver has operated the windshield wipers as part of the recommended pre-trip inspection, the defect would likely be detectable during that inspection.

## Involved Components :

Component Name 1 : Wiper Linkage

Component Description : Wiper arm and linkage

Component Part Number : A22-78787-000, A22-78787-001, A22-75789-001, A22-75789-000

## Supplier Identification :

### Component Manufacturer

Name : Trico Products Headquarters

Address : 3255 West Hamlin Road

Rochester Hills Michigan 48309

Country : United States

## Chronology :

In February 2022, DTNA became aware of some number of wiper arm linkage failures reported from the field on newly introduced vehicles. In that same month, based on the report DTNA promptly opened an investigation. During the investigation, DTNA received notice from TRICO our windshield wiper arm supplier of a tooling issue leading to the defect. Out of an abundance of caution as soon as the scope and magnitude of the defect were determined, in March 2022, DTNA reasonably decided to conduct a voluntary safety recall. DTNA has received 12 warranty claims between 3/16/2021-3/19/2022 and 1 field report on Dec 10, 2021 related to the defect. Following its initial 573 report in March 2022, DTNA continued to investigate this issue. On May 2, 2022, out of an abundance of caution, DTNA added a model of vehicle to the population and expanded the population to ensure that the population includes all vehicles that could have the compromised part; the correct US population is shown above. On May 5, 2022, DTNA amended the chronology with an updated summary of warranty claims and field reports on US vehicles.

## Description of Remedy :

Description of Remedy Program : Windshield wiper arm and linkage parts will be inspected and replaced as needed. Repairs will be performed by Daimler Truck North America authorized service facilities. Daimler Truck North America shall be offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which will be posted with owner's notification letter. Owners are directed to seek reimbursement through authorized dealers.

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 Truck North America records to determine the customers affected.

Planned Dealer Notification Date : JUN 06, 2022 - JUN 06, 2022

Planned Owner Notification Date : JUN 06, 2022 - JUN 06, 2022

\* NR - Not Reported