

Amended Defect Information Report

(Section 573.6)

FL-925

Date of Submission: 04/14/2022

Manufacturer: Daimler Truck North America LLC
P.O. BOX 3849
Portland, Oregon 97208

Type of Report: ☒ **Safety Defect** ☐ **Non-Compliance**

Vehicle Information

Model Yr. Start: 2020

Model Yr. End: 2023

Make: *Western Star*

Model: 47X, 49X & 57X

Production Dates: **Begin:** 03/09/2019 **End:** 04/01/2022

Descriptive Information: On certain vehicles built within the above manufacturing date range that are equipped with side air-intakes on the hood, the stainless steel cover on the side air intake may de-bond and potentially fall off.

Basis for Determination of the Recall Population: Vehicles built with a particular side air-intake cover piece.

Number potentially involved: 2294

Estimated percentage of involved with defect: 1%

Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance:

The stainless steel cover on the side air intake may de-bond and subsequently fall off the vehicle.

Describe the safety risk:

If the hood side intake stainless steel cover falls during operation, it may cause road debris, increasing the risk of a 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: Hood Intake Covers

Component Description: Hood Mounted Intake Stainless Steel Cover

Component Part Number: A17-21823-000, A17-21823-001, A17-21823-002, A17-21823-003, A17-21823-004, A17-21823-005, A17-21823-006 & A17-21823-007

Supplier Identification:

Component Manufacturer:

Name: Creative Liquid Coatings

Address: 12117 CR Koon Highway

Newberry, SC 29108

Country: United States of America

Chronology of Defect / Noncompliance Determination

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

On February 21, 2022, DTNA was first notified through a Dealer Product Report regarding de-bonding of side intake covers. On February 22, 2022, a Field Service Product Report duplicating the same issue was submitted to DTNA Compliance. DTNA promptly began an investigation that revealed that, on a specific population of vehicles built with side intakes, there is a possibility of hood mounted side intake stainless steel covers de-bonding from the air intake. In March, 2022 DTNA performed an initial warranty seek to identify any related claims not found in the prior notifications. Later in that same month, DTNA's review uncovered 7 additional occurrences of covers de-bonding from the side air intakes. On March 30, 2022, out of abundance of caution, DTNA decided to conduct a voluntary safety recall on certain WST 47X, 49X & 57X vehicles built within the above mentioned manufacturing date range, that are equipped with side intake covers. The summary of warranty claims, field or service reports, and other information is as follows: 8 warranty claims and 1 Field report from dates 10/14/2021 to 2/22/2022, 3 claims reporting fell off on the road. No deaths or injuries reported. On April 14 2022, upon review of production vehicles, DTNA reasonably adjusted the recall population from 2288 to 2294.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.

Side intake covers will be removed and replaced with new parts accordingly. New side air intake covers will be assembled at the supplier location, using improved manufacturing processes and increased adhesive application. Replacement 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.

Identify the Recall Schedule

Describe the recall schedule for notifications.:

Customer notification will be made by first class mail using Daimler Truck North America records to determine the customers affected.

Planned Dealer Notification Begin Date: 06/05/2022

Planned Dealer Notification End Date: 06/05/2022

Planned Owner Notification Begin Date: 06/05/2022

Planned Owner Notification End Date: 06/05/2022

Does DTNA plan to file inconsequentiality petition? ☐ Yes ☒ No

Manufacturer's identification code for this recall (if applicable): FL-925

DTNA Representative;



Tiffani Torgeson

Manager, Compliance and Regulatory Affairs