

## Defect Information Report

(Section 573.6)

### FL-926

**Date of Submission:** April 8, 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:** 2022

**Make:** Western Star

**Model:** 49X

**Production Dates:** **Begin:** 3/19/2019 **End:** 6/30/2021

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

**Number potentially involved:** 800 **Estimated percentage of involve with defect:** 100%

**Basis for Determination of the Recall Population:** Vehicles of the newly introduced 49X configuration.

### Defect / Noncompliance Description

#### For this Defect/Noncompliance:

#### Describe the defect or noncompliance:

On the affected vehicles, the windshield wiper linkage and casting may wear and break potentially resulting in wipers not functioning properly.

#### Describe 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.

#### Identify any warning which can precede or 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.

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

### Involved Components

**Component Name:** Wiper Linkage

**Component Description:** Wiper arm and linkage

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

## Chronology of Defect / Noncompliance Determination

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

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. To date DTNA has received 35 warranty claims and 2 field reports related to the defect.

## Identify the Remedy

**Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.** Remedy is still being developed at this time. 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.

## 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:** 06/06/2022

**Planned Dealer Notification End Date:** 06/06/2022

**Planned Owner Notification Begin Date:** 06/06/2022

**Planned Owner Notification End Date:** 06/06/2022

**Does DTNA plan to file inconsequentiality petition?**  Yes  No

**Manufacture's identification code for this recall (if applicable):** FL-926

**DTNA Representative;**



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Compliance and Regulatory Affairs