

Part 573 Safety Recall Report

23V-237

Manufacturer Name : Daimler Trucks North America, LLC

Submission Date : MAY 18, 2023

NHTSA Recall No. : 23V-237

Manufacturer Recall No. : FL969



Manufacturer Information :

Manufacturer Name : Daimler Trucks North America, LLC

Address : 4747 N. Channel Avenue
Portland OR 97217-3849

Company phone : 800-745-8000

Population :

Number of potentially involved : 57,504

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2021-2022 Freightliner 114SD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicles equipped with suspect wiper arm heads built within the listed production date ranges.

Production Dates : FEB 03, 2020 - SEP 01, 2021

VIN Range 1 : Begin : NR **End :** NR

☐ Not sequential

Vehicle 2 : 2021-2022 Freightliner 108SD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicles equipped with suspect wiper arm heads built within the listed production date ranges.

Production Dates : FEB 03, 2020 - SEP 01, 2021

VIN Range 1 : Begin : NR **End :** NR

☐ Not sequential

Vehicle 3 : 2020-2022 Freightliner Business Class M2

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicles equipped with suspect wiper arm heads built within the listed production date ranges.

Production Dates : FEB 03, 2020 - SEP 01, 2021

VIN Range 1 : Begin : NR **End :** NR

☐ Not sequential

Vehicle 4 : 2020-2022 FCCC Shuttle Chassis

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicles equipped with suspect wiper arm heads built within the listed production date ranges.

Production Dates : FEB 01, 2020 - AUG 12, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 5 : 2020-2022 FCCC Business Class M2

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicles equipped with suspect wiper arm heads built within the listed production date ranges.

Production Dates : FEB 10, 2020 - AUG 24, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 6 : 2020-2022 FCCC S2RV Chassis

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicles equipped with suspect wiper arm heads built within the listed production date ranges.

Production Dates : FEB 03, 2020 - SEP 01, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : In certain vehicles, the wipers may not function properly reducing the drivers visibility under certain operating conditions, a defect, which relates to motor vehicle safety, exists in certain Freightliner 108SD / 114SD 2021 – 2022, Freightliner Business Class M22020 – 2022, Freightliner Custom Chassis vehicles Shuttle Chassis 2020-2022, Freightliner Custom Chassis vehicles Business Class M2 2020 – 2022, Freightliner Custom Chassis vehicles S2RV Chassis 2020-2022.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : On the affected vehicles, the spline teeth in the windshield wiper arm may wear. This may result in a loss of wipers functioning properly and reduced visibility, increasing the risk of 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 : Arm – Windshield Wiper

Component Description : Wiper Arm

Component Part Number : A22-78786-000

Component Name 2 : Arm – Windshield Wiper

Component Description : Wiper Arm

Component Part Number : A22-78786-001

Component Name 3 : Arm – Windshield Wiper

Component Description : Wiper Arm

Component Part Number : A22-75736-000

Component Name 4 : Arm – Windshield Wiper

Component Description : Wiper Arm

Component Part Number : A22-75736-001

Component Name 5 : Arm – Windshield Wiper

Component Description : Wiper Arm

Component Part Number : A22-74082-000

Supplier Identification :

Component Manufacturer

Name : Trico Products
Address : 3255 West Hamlin Road
Rochester Hills Michigan 48309
Country : United States

Chronology :

In April 2022, DTNA recalled certain vehicles for a defective windshield wiper arm, provided by DTNA's supplier Trico, that may wear and break. (See FL926 a/k/a 22V-230.) At that time, based on the information available from Trico, DTNA reasonably believed that only the parts in the recall FL926 were within the affected population. However, in late December 2022, DTNA received a field report on a failed windshield wiper arm on a vehicle not in the FL926 population and promptly began further inquiry into a possible defect. In January 2023, after identifying additional reports from vehicles outside the FL926 population, DTNA opened an official investigation to further review with Trico. DTNA continued to review failures with its supplier and, between then and March 2023, saw a significant increase. In late March 2023, DTNA received a response from its supplier that the suspect parts under investigation are the same wiper arm heads recalled under FL926. Promptly after receiving this confirmation, on March 29th 2023 DTNA decided to initiate a voluntary safety recall for vehicles equipped with the suspect wiper arm heads. As of March 31st 2023, DTNA is aware of 1 field report and 48 warranty claims related to inoperative windshield wiper arms received from February 13, 2021 through today. On May 18, 2023 DTNA amended the Defect Information Report to indicate a slight reduction in population due to nine vehicles being still in the possession of the manufacturer, to consolidate the model listing (to facilitate reading comprehension with no substantive changes to the models listed), and to update the remedy.

Description of Remedy :

Description of Remedy Program : Inspect the date code on the windshield wiper arms and replace as needed. Repairs will be performed free of charge by Daimler Truck North America authorized service facilities. Details of the reimbursement plan will be included in the owner's notification letter. Owners are directed to seek reimbursement through authorized dealers.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : N/A

Recall Schedule :

Description of Recall Schedule : Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.

Planned Dealer Notification Date : MAY 23, 2023 - MAY 23, 2023

Planned Owner Notification Date : MAY 23, 2023 - MAY 23, 2023

* NR - Not Reported