# Part 573 Safety Recall Report 23V-238

**Manufacturer Name :** Daimler Trucks North America, LLC
**Submission Date :** APR 07, 2023
**NHTSA Recall No. :** 23V-238
**Manufacturer Recall No. :** FL970

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

**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 : 306
Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Freightliner 114SD
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : JAN 26, 2022 - SEP 15, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2023-2023 Freightliner M2 106
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : JAN 26, 2022 - SEP 27, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 : 2023-2023 Freightliner Cascadia
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : JAN 31, 2022 - AUG 01, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 4 : 2023-2023 Western Star 4700
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : JAN 26, 2022 - APR 28, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 5 : 2023-2023 Western Star 4900
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : MAR 11, 2022 - MAY 16, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 6 : 2023-2023 Western Star 47X
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : FEB 10, 2022 - SEP 14, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 7 : 2023-2023 Western Star 49X
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : FEB 01, 2022 - JUL 13, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 8 : 2022-2022 Freightliner Custom Chass MT45G
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : VAN
Power Train : GAS
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : JAN 13, 2022 - OCT 14, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 9 : 2022-2023 Freightliner Custom Chass MT50E
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : VAN
Power Train : HYBRID ELECTRIC
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : APR 27, 2022 - MAY 31, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 10 : 2022-2023 Freightliner Custom Chass S2RV Chassis
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : JAN 27, 2022 - AUG 03, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 11 : 2022-2022 Freightliner Custom Chass S2c 106
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : FEB 04, 2022 - FEB 04, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 12 : 2023-2023 Thomas Built Bus SAF-T-LINER C2
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : APR 04, 2022 - APR 04, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 13 : 2023-2023 Freightliner 108SD
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : FEB 22, 2022 - APR 12, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 14 : 2022-2023 Freightliner Custom Chass MT55
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges.
Production Dates : JAN 13, 2022 - AUG 17, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

| | |
|---|---|
| Vehicle 15 : | 2023-2023 Freightliner Custom Chass XCM Chassis |
| Vehicle Type : | BUSES, MEDIUM & HEAVY VEHICLES |
| Body Style : | OTHER |
| Power Train : | DIESEL |
| Descriptive Information : | Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges. |
| Production Dates : | FEB 02, 2022 - AUG 22, 2022 |
| VIN Range 1 : | Begin : NR End : NR ☐ Not sequential |

| | |
|---|---|
| Vehicle 16 : | 2023-2023 Freightliner Custom Chass XCR Chassis |
| Vehicle Type : | BUSES, MEDIUM & HEAVY VEHICLES |
| Body Style : | OTHER |
| Power Train : | DIESEL |
| Descriptive Information : | Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges. |
| Production Dates : | FEB 25, 2022 - MAY 23, 2022 |
| VIN Range 1 : | Begin : NR End : NR ☐ Not sequential |

| | |
|---|---|
| Vehicle 17 : | 2023-2023 Freightliner Custom Chass XCS Chassis |
| Vehicle Type : | BUSES, MEDIUM & HEAVY VEHICLES |
| Body Style : | OTHER |
| Power Train : | DIESEL |
| Descriptive Information : | Suspect population of front steering axles without production torque data and photo evidence of cotter pin in-place following rework operations, suspect vehicles built within the listed production date ranges. |
| Production Dates : | JAN 22, 2022 - MAR 09, 2022 |
| VIN Range 1 : | Begin : NR End : NR ☐ Not sequential |

**Description of Defect :**

| | |
|---|---|
| Description of the Defect : | On the affected vehicles, front steer axle tie rod castle nut cotter pin may be missing from the assembly. |
| FMVSS 1 : | NR |
| FMVSS 2 : | NR |
| Description of the Safety Risk : | On the affected vehicles, the steer axle tie rod castle nut cotter-pin may be missing. This may result in the castle nut backing off and displacement of the taper-end from the steering arm. This may result in a loss of steering response and lack of direction control increasing the risk of crash. |
| Description of the Cause : | Re-worked at a different station due to certain requirements, and was not manufactured through standard process involving multiple inspection points. |

| | |
|---|---|
| Identification of Any Warning that can Occur : | Driver may experience some additional free-play in the steering and/or feel an improper steering alignment. |

**Involved Components :**

| | |
|---|---|
| Component Name 1 : | Front Steer Axle |
| Component Description : | Tie rod castle nut cotter-pin |
| Component Part Number : | F2-Model 2, F3-Model 3 and F5-Model 5 front steer axles |

**Supplier Identification :**

**Component Manufacturer**

| | |
|---|---|
| Name : | Detroit Diesel Corp |
| Address : | 13400 Outer Dr W<br>Detroit Michigan 48239 |
| Country : | United States |

**Chronology :**

Mid-February 2023, DTNA received a report on an incident involving failed tie rod assembly and opened a preliminary investigation. Upon returned failed part analysis, it was determined that the driver's side tie rod disengaged from the steering arm during low speed maneuvering. Around late February 2023 through early March 2023, DTNA identified that the subject vehicle experiencing the failure, was re-worked at a different station due to certain requirements, and was not manufactured through standard process involving multiple inspection points. In about mid-March 2023, DTNA identified a population of certain axles, that were manufactured at a
rework station. DTNA opened an official investigation immediately following receiving this notice of a possible presence of a defect, and on March 29, 2023, out of an abundance of caution, DTNA decided to initiate a new voluntary safety recall to campaign all the listed vehicles. As of March 31st 2023, DTNA is aware of 1 field report and 0 warranty claims related to missing front steer axle tie rod castle nut cotter pin. DTNA is not aware of any accidents or injuries due to this defect condition. On April 7 2023, DTNA finalized the affected population after further determining precise vocational application of the vehicles.

**Description of Remedy :**

| | |
|---|---|
| Description of Remedy Program : | DTNA is preparing remedy and is currently under development. 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 dealer. |
| How Remedy Component Differs from Recalled Component : | Presence of required cotter-pin |
| Identify How/When Recall Condition was Corrected in Production : | 2/23/2023: 2 Quality Alerts Posted: Red Tag required 100% at first station on production line with NOK (Not Okay) operations, and Rework Alert. |

**Recall Schedule :**

| | |
|---|---|
| Description of Recall Schedule : | NR |
| Planned Dealer Notification Date : | JUN 04, 2023 - JUN 04, 2023 |
| Planned Owner Notification Date : | JUN 04, 2023 - JUN 04, 2023 |

* NR - Not Reported