Part 573 Safety Recall Report 23V-259

Manufacturer Name : Daimler Trucks North America, LLC
Submission Date : JUN 23, 2023
NHTSA Recall No. : 23V-259
Manufacturer Recall No. : FL970

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 : 48
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2023-2023 Thomas Built Bus SAF-T-LINER C2 Jouley
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
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.

Original DIR Model Identification:
Jouley

Production Dates : MAY 09, 2022 - MAY 09, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2023-2023 Thomas Built Bus SAF-T-LINER EFX
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.

Original DIR Model Identification:
Thomas EFX Chassis

Production Dates : MAR 02, 2022 - JUL 28, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2023-2023 Thomas Built Bus SAF-T-LINER HDX
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. Original DIR Model Identification: Thomas HDX Chassis
Production Dates :	MAR 27, 2022 - OCT 28, 2022
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 4 :	2023-2023 Thomas Built Bus TBB 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. Original DIR Model Identification: C2
Production Dates :	APR 12, 2022 - APR 12, 2022
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 5 :	2023-2024 Thomas Built Bus School Bus 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. Original DIR Model Identification: Thomas MVP-EF Chassis
Production Dates :	JAN 19, 2022 - OCT 20, 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 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. On May 30, 2023, DTNA amended the Defect Information Report to clarify and consolidate the model listing (to facilitate reading comprehension with no change to the population). DTNA developed a final remedy for this issue and on June 23, 2023, DTNA updated the description of the remedy section of its Defect Information Report.

Description of Remedy :

Description of Remedy Program :	A Daimler Truck North America authorized service facility will remove the cotter pin, if present, and check the torque of the castle nut. If the torque is found to be correct, then a new cotter pin will be installed, if the torque is found to be incorrect, then a new tie rod assembly will be installed. This repair is expected to take approximately one half to three hours. Repairs will be performed free of charge by Daimler Truck North America authorized service facilities. 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 :	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 :	Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.
Planned Dealer Notification Date :	JUL 14, 2023 - JUL 14, 2023
Planned Owner Notification Date :	JUL 14, 2023 - JUL 14, 2023

* NR - Not Reported