Part 573 Safety Recall Report 23V-259

Manufacturer Name : Daimler Trucks North America, LLC
Submission Date : APR 20, 2023
NHTSA Recall No. : 23V-259
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 : NR
Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2023-2024 Thomas Built Bus 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 : JAN 19, 2022 - OCT 20, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2023-2024 Thomas Built Bus 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.
Production Dates : MAY 09, 2022 - MAY 09, 2022
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2023-2023 Thomas Built Bus EFX 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 :	MAR 02, 2022 - JUL 28, 2022
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 4 :	2023-2023 Thomas Built Bus HDX 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 :	MAR 27, 2022 - OCT 28, 2022
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 5 :	2023-2023 Thomas Built Bus MVP-EF
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 12, 2022 - APR 12, 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.

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 :	Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.
Planned Dealer Notification Date :	JUN 04, 2023 - JUN 04, 2023
Planned Owner Notification Date :	JUN 04, 2023 - JUN 04, 2023

* NR - Not Reported