

Defect / Noncompliance Information Report

(Section 573.6)

FL967

Date of Submission: February 20, 2023

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: 2019 **Model Yr. End:** 2021
Make: Freightliner
Model: 108SD
Production Dates: **Begin:** 04/02/2018 **End:** 06/25/2020
Number potentially involved: 947

Model Yr. Start: 2019 **Model Yr. End:** 2021
Make: Freightliner
Model: 114SD
Production Dates: **Begin:** 04/02/2018 **End:** 06/25/2020
Number potentially involved: 3,364

Model Yr. Start: 2019 **Model Yr. End:** 2021
Make: Freightliner
Model: 122SD
Production Dates: **Begin:** 04/02/2018 **End:** 06/25/2020
Number potentially involved: 4,262

Model Yr. Start: 2019 **Model Yr. End:** 2021
Make: Freightliner
Model: Columbia
Production Dates: **Begin:** 04/02/2018 **End:** 06/25/2020
Number potentially involved: 1,058

Model Yr. Start: 2019

Model Yr. End: 2021

Make: Freightliner

Model: Coronado

Production Dates: Begin: 04/02/2018 **End:** 06/25/2020

Number potentially involved: 2,104

Model Yr. Start: 2019

Model Yr. End: 2021

Make: Freightliner

Model: Business Class M2

Production Dates: Begin: 04/02/2018 **End:** 06/25/2020

Number potentially involved: 48,274

Model Yr. Start: 2020

Model Yr. End: 2020

Make: Freightliner

Model: Cascadia

Production Dates: Begin: 01/21/2019 **End:** 11/23/2019

Number potentially involved: 595

Basis for Determination of the Recall Population: All trucks built in the Santiago Manufacturing Plant within the affected production date range.

Total Number potentially involved: 60,604

Estimated percentage of involve with defect: <1%

Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance:

On certain vehicles built on certain dates at Daimler; Santiago Manufacturing facility, the drag link taper joint at the steering arm may not have been tightened sufficiently and may come loose.

Describe the safety risk:

A gradual loosening of this joint could lead to a loss of steering control, which increases the risk of a crash.

Identify any warning which can precede or occur:

A loose joint may be detected by pre-trip inspections, loose steering, wandering, noises or vibration.

If applicable, identify the manufacture of the defective or noncompliant component.:

Involved Components

Component Name: Drag Link Taper Joint

Component Description: Linkage point where the drag link attaches to the steering arm of the front axle

Component Part Numbers: 14-17273-000, 14-17288-000, 14-17289-000, 14-17290-000, 14-17291-000, 14-17293-000, 14-17294-000, 14-17295-000, 14-17296-000, 14-17297-000, 14-17298-000, 14-17299-000, 14-17300-000, 14-17301-000, 14-17302-000, 14-17303-000, 14-17310-000, 14-17311-000, 14-17317-000, 14-17318-000, 14-17322-000, 14-17324-000, 14-17325-000, 14-17334-000, 14-17345-000, 14-17346-000, 14-17347-000, 14-17348-000, 14-17349-000, 14-17350-000, 14-17643-000, 14-17645-000, 14-17648-000, 14-17865-000, 14-17866-000, 14-17876-000, 14-18299-000, 14-18300-000, 14-18472-000, 14-18473-000, 14-18486-000, 14-18487-000, 14-18488-000, 14-18491-000, 14-18527-000, 14-18528-000, 14-18789-000, 14-18901-000, 14-18902-000, 14-19428-000, 14-19429-000, 14-19512-000, 14-19513-000, 14-19533-000

Component's country of origin:

Business address:

Business telephone number:

Chronology of Defect / Noncompliance Determination

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

In or about September 2021, DTNA initiated an investigation on a specific population of vehicles that ultimately had 11 separations of drag link joints. This led to DTNA issuing recall (21V-689) in order to remedy certain populations of vehicles subject to possible steering link separations.

In tandem, DTNA actively screened and investigated this second population that did not experience separations and was different from the first population based on the manufacturing location of these vehicles.

Starting in or about February 2022, DTNA and NHTSA had multiple discussions regarding both of these populations within SEL and specific off ramp meetings. In December 2022 DTNA, while in communication with NHTSA, DTNA determined the second population out of an abundance of caution, be fixed via a Service Campaign. This, in good faith and with reasonable engineering judgement was for a perceived quality issue as there were no separations and no injuries or deaths. The Service Campaign, SF660A was initiated for the population of vehicles manufactured at a specific plant within a specific date range separate from recall 21V-689.

In SF660A Service Campaign materials, due to some clerical oversight, DTNA unartfully worded the circumstances as to draglink symptom characteristics for this population of vehicles. In January and February 2023 discussions with NHTSA regarding SF660A continued, and understandably there were mutual concerns despite improbable risk regarding the language of the field action being performed as a Service Campaign. As such DTNA agreed with NHTSA that regardless of the lack of known separations in

the field or awareness of any injuries or deaths that may be related to such conditions, the potential risk of this situation leading to a steering separation cannot be ruled out and thus may rise to the level of an unreasonable risk to safety. Out of an abundance of caution, DTNA has made the determination to issue a safety recall to remedy the potential risk.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.

The taper joint will be inspected, tested for accurate torque and repaired as necessary. Repairs will be performed by Daimler Truck North America authorized service facilities. Details of the reimbursement plan will be included in the owner's notification letter.

Identify the Recall Schedule

Describe the recall schedule for notifications:

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

Planned Dealer Notification Begin Date:	April 21, 2023
Planned Dealer Notification End Date:	April 21, 2023
Planned Owner Notification Begin Date:	April 21, 2023
Planned Owner Notification End Date:	April 21, 2023

Does DTNA plan to file inconsequentiality petition? Yes No

Manufacturer's identification code for this recall (if applicable): FL967

DTNA Representative;

Sam Geser

Sam Geser
Manager, Compliance and Regulatory Affairs