

DAIMLER TRUCK

North America

Defect Information Report

(Section 573.6)

FL969

Date of Submission: April 4th, 2023 (Amended May 18th, 2023)

Manufacturer: Daimler Truck North America LLC
P.O. BOX 3849
Portland, Oregon 97208

Type of Report: **Safety Defect** **Non-Compliance**

Vehicle Information

Make	Model	Model Yr. Start	Model Yr. End	Prod. Begin Date	Prod. End Date
Freightliner	108SD	2021	2022	2/3/2020	9/1/2021
Freightliner	114SD	2021	2022	2/3/2020	9/1/2021
Freightliner	Business Class M2	2020	2022	2/3/2020	9/1/2021
Freightliner Custom Chassis	Shuttle Chassis	2020	2022	2/01/2020	8/12/2021
Freightliner Custom Chassis	Business Class M2	2020	2022	2/10/2020	8/24/2021
Freightliner Custom Chassis	S2 RV Chassis	2020	2022	2/3/2020	9/1/2021

Descriptive Information:

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

Number potentially involved: 57,504 vehicles

Estimated percentage of involved with defect: 1%

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Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance:

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 Chassis2020-2022, Freightliner Custom Chassis vehicles Business Class M2 2020 – 2022, Freightliner Custom Chassis vehicles S2RV Chassis 2020 - 2022.

Describe 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.

Identify any warning which can precede or 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.

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

Trico Products Headquarters
3255 West Hamlin Road
Rochester Hills, MI 48309
United States
(248) 371-1700

Involved Components

Component Name: Arm – Windshield Wiper

Component Description: Wiper Arm

Component Part Number: A22-78786-000, A22-78786-001, A22-75736-000, A22-75736-001, A22-74082-000, A22-74082-001

Chronology of Defect / Noncompliance Determination

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

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

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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.

Identify the Remedy

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

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.

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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: 6/4/2023

Planned Dealer Notification End Date: 6/4/2023

Planned Owner Notification Begin Date: 6/4/2023

Planned Owner Notification End Date: 6/4/2023

Does DTNA plan to file inconsequentiality petition? Yes No

Manufacturer's identification code for this recall (if applicable): FL969

DTNA Representative;

Tiffani Torgeson

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Manager, Compliance and Regulatory Affairs