

DAIMLER TRUCK

North America

Amended Defect Information Report

(Section 573.6)

FL970

Date of Submission: June 23, 2023 (April 03, 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	Business Class M2	2023	2023	01/26/2022	09/27/2022
	Cascadia	2023	2023	01/31/2022	08/01/2022
Western Star	4700	2023	2023	01/26/2022	04/28/2022
	4900	2023	2023	03/11/2022	05/16/2022
	47X	2023	2023	02/10/2022	09/14/2022
	49X	2023	2023	02/01/2022	07/13/2022
Freightliner Custom Chassis	RV Chassis	2022	2023	01/21/2022	08/22/2022
	Shuttle Chassis	2022	2022	02/04/2022	02/04/2022
	Van Chassis	2022	2023	04/13/2022	08/17/2022
	Van Chassis Gas	2022	2023	01/13/2022	10/14/2022
Thomas Built Buses (Commercial Bus)	School bus Chassis	2023	2023	04/04/2022	04/04/2022

Descriptive Information: Front steering axles potentially missing tie rod castle nut cotter-pin.

Basis for Determination of the Recall Population: 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.

Number potentially involved: 306

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Estimated percentage of involved with defect: 1%

Defect Description

For this Defect:

On the affected vehicles, front steer axle tie rod castle nut cotter pin may be missing from the assembly.

Describe 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.

Identify any warning which can precede or occur:

Driver may experience some additional free-play in the steering and/or feel an improper steering alignment.

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

Daimler Truck AG
Detroit Diesel Corporation

Involved Components

Component Name: 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

Component's country of origin: US

Business address: 13400 Outer Dr W, Detroit, MI 48239

Business Contact Information:

First / Last Name: Alayna Bissett

Position: Compliance

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Chronology of Defect / Noncompliance Determination

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 23, 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.

Identify the Remedy

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

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. 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.:

Final 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: 07/14/2023

Planned Dealer Notification End Date: 07/14/2023

Planned Owner Notification Begin Date: 07/14/2023

Planned Owner Notification End Date: 07/14/2023

Does DTNA plan to file inconsequentiality petition? Yes No

Manufacturer's identification code for this recall (if applicable): FL970

DTNA Representative;

Sam Geser

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Manager, Compliance and Regulatory Affairs