

573 Chronology:

On August 23, 2023, DTNA initiated an investigation after receiving two field reports of vehicles rolling after being shifted to Park. In those reports, the customer referenced that the truck started to roll after shifting to Park, but were able to immediately stop the vehicle from moving by applying the service brakes and hold the vehicle in Park by applying the parking brake. It was found that those vehicles were built without a park pawl but had a transmission shift lever which included a Park position. DTNA reviewed claims on the same model vehicles produced at this facility as well as another manufacturing facility. Through that process, it found one prior report from June 2023, which suggested that the vehicle was ordered in a configuration that did not have a Park position but that the transmission shift lever included a Park position. However, the report did not contain an allegation of the vehicle rolling, and at the time, it was believed that the June report was an isolated occurrence. After reviewing the August reports, DTNA began investigating the production processes at multiple facilities where the affected model is produced, also taking into account the various transmission and shift lever combinations actually available and those ordered by customers as well as the potential failure modes and outcomes depending on each specific vehicle build combination.

In late October 2023, DTNA identified a report for the same model vehicle but produced at a manufacturing plant different from the prior reports which suggested a vehicle mis-build. DTNA began to investigate that report to understand whether it was potentially related to the earlier ones it had received and whether there was a potentially systemic issue. DTNA identified claims that described the vehicle was equipped with a park pawl, but did not have a Park position on the transmission shift lever. For these vehicles, the operator would be expected to use the parking brake, as on any other medium- or heavy-duty vehicle built with no Park position, such that there was no risk of vehicle rolling. In late November 2023, DTNA received information from its field service engineering team that suggested the existence of a process issue. In December 2023, DTNA determined that while there was a pattern of mis-builds for this model vehicle, those were constrained to one facility only. On December 21, 2023, DTNA determined that a safety related defect exists in the affected vehicles. DTNA found 8 warranty claims (documented between June 10, 2023 – December 16, 2023) related to a vehicle built without a park pawl but which had a Park position on the transmission shift lever and 3 field reports (duplicative of the VINs captured by the warranty claims) received in June and August 2023 potentially related to this issue. DTNA is not aware of any deaths, injuries or property damage claims potentially related to this issue. On December 28, 2023, updated chronology to include 573.6 dates of receipt. On January 4, 2024, DTNA amended the chronology to reflect updated information on the dates of receipt for warranty claims and field reports potentially related to this issue.