

Part 573 Safety Recall Report

24V-084

Manufacturer Name : Daimler Trucks North America, LLC**Submission Date :** APR 12, 2024**NHTSA Recall No. :** 24V-084**Manufacturer Recall No. :** FL994**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 : 49

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 Western Star 49X

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population includes all Western Star 49X with slipped tandem front suspension from the start of production. The recall population is based on a review of production records.

Production Dates : AUG 16, 2021 - NOV 27, 2023

VIN Range 1 : Begin : NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : A defect, which relates to motor vehicle safety, exists in certain model year 2022 through 2024 Western Star 49X vehicles. In the affected vehicles, the torque rods are attached to a slipped suspension hanger. The suspension hanger is missing certain welds which may then concentrate strain in the welded areas of the part. Over time, this may cause the welded areas of the part to fatigue and crack, and the part could eventually fail.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the suspension hanger fails at the torque rods, it may interfere with the functionality of the primary steering system, resulting in increased steering effort and difficulty maintaining the direction of the vehicle's front wheels, increasing the risk of a crash. The vehicle's braking and power steering are not affected by this issue.

Description of the Cause : Improper welding of the subject part by the supplier.

Identification of Any Warning that can Occur : No warnings precede a failure

Involved Components :

Component Name 1 : Slipped spring assembly

Component Description : Suspension and steering component hanger

Component Part Number : A16-22056-000,A16-22056-001, A16-21807-000, A16-21807-001

Supplier Identification :**Component Manufacturer**

Name : Q Pacific

Address : 10005 SW Herman Road
Tualatin Oregon 97062

Country : United States

Chronology :

In January 2024, during a routine part inspection, DTNA observed that one of the slipped hanger assemblies may not have been welded properly. DTNA promptly opened an investigation and discovered that two assemblies lacked certain welds as specified by DTNA to the supplier. Upon further analysis, the welds were determined to be located in an area that attach to the torque rods, so that under certain circumstances, the part could fatigue and eventually fail which would affect the primary steering ability. Although DTNA is not aware of any vehicles in the field where the part has actually failed, on February 2, 2024 DTNA decided to conduct a voluntary recall on all twin steering vehicles that use these parts. To date, DTNA is not aware of any failures that have occurred, nor any claims, accidents, injuries, or deaths.

On February 29, 2024, DTNA amended its Defect Information Report to provide a description of the final remedy for this recall.

On March 19, 2024 DTNA amended its Defect Information Report to clarify that the final remedy will be to replace the affected component on the subject vehicles (not to repair the component) and to update the planned date(s) on which owners will be notified of final remedy availability. On April 12, 2024 DTNA is providing revised planned final owner and dealer notification dates.

Description of Remedy :

Description of Remedy Program : A Daimler Truck North America authorized service facility will replace the suspension hanger with a new part that includes the correct number of welds. Details of the reimbursement plan will be included in the owner's notification letter. Owners are directed to seek reimbursement through authorized dealers.

How Remedy Component Differs from Recalled Component : The remedy component will have the correct number of welds.

Identify How/When Recall Condition was Corrected in Production : DTNA discovered the issue on January 10, 2024 and immediately contained the suspect parts.

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 : MAY 31, 2024 - MAY 31, 2024

Planned Owner Notification Date : MAY 31, 2024 - MAY 31, 2024

* NR - Not Reported