

# Part 573 Safety Recall Report

# 24V-392

**Manufacturer Name :** Daimler Trucks North America, LLC**Submission Date :** JUL 11, 2024**NHTSA Recall No. :** 24V-392**Manufacturer Recall No. :** F1002**Manufacturer Information :****Population :**

Manufacturer Name : Daimler Trucks North America, LLC

Number of potentially involved : 106

Address : 4747 N. Channel Avenue

Estimated percentage with defect : 1 %

Portland OR 97217-3849

Company phone : 800-745-8000

**Vehicle Information :**

Vehicle 1 : 2025-2025 Thomas Built Buses SAF-T-LINER C2

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** This recall population includes certain model year 2025 TBB (Thomas Built Buses) SAF-T-LINER C2 and SAF-T-LINER EFX vehicles. The subject population includes vehicles equipped with axles that were manufactured at the Cummins Meritor facility in York, South Carolina. The vehicle population has been determined based on the information provided by Cummins Meritor and excludes vehicles with axles manufactured at other supplier facilities and before and after a supplier process change.

Production Dates : FEB 05, 2024 - APR 23, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2025-2025 Thomas Built Buses SAF-T-LINER EFX

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** This recall population includes certain model year 2025 TBB (Thomas Built Buses) SAF-T-LINER C2 and SAF-T-LINER EFX vehicles. The subject population includes vehicles equipped with axles that were manufactured at the Cummins Meritor facility in York, South Carolina. The vehicle population has been determined based on the information provided by Cummins Meritor and excludes vehicles with axles manufactured at other supplier facilities and before and after a supplier process change.

Production Dates : FEB 22, 2024 - FEB 27, 2024

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 2025 Thomas Built Buses Saf-T-Liner C2 and EFX vehicles. The affected vehicles may be missing the snap ring on the preset hubs and/or have unbent retainer tabs on the conventional 4-piece fastener hubs. This could allow the wheel hub fasteners to loosen, creating excessive endplay in the wheel-end system.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the loose or missing hub fasteners are not addressed and progress to the point of allowing excessive endplay in the wheel-end system, wheel separation may occur resulting in an increased risk of loss of vehicle control and a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : Wheels with excessive endplay may trigger anti-lock braking system (ABS) diagnostic trouble codes & may also result in hub oil leakage because of a failed hub seal.

**Involved Components :**

Component Name 1 : RETAINER RING,SNAP,PLUS,FL1

Component Description : Retainer Snap Ring (Preset Hub)

Component Part Number : CM 10031172

Component Name 2 : WASHER - TANGED

Component Description : Retainer Washer

Component Part Number : 11-28988-000

**Supplier Identification :****Component Manufacturer**

Name : Meritor Incorporation

Address : 2135 West Maple

Troy Michigan 48084

Country : United States

## Chronology :

On or about April 22, 2024, a vehicle being tested on a dynamometer at one of DTNA's manufacturing plants experienced wheel end separation. The following day, DTNA notified the axle supplier of the incident and the supplier determined that the wheel on this vehicle separated because of a missing snap ring that should have been present in the preset wheel hubs. The supplier continued to review the concern and also identified units at DTNA's facility that used 4-piece fastener hubs (a different wheel hub component) where the locking tabs on the retainer washer were not bent inwards as required. From late April through early May 2024, the supplier continued to inspect other recently built vehicles at the DTNA manufacturing facility. Up to this point, the supplier's investigation was focused on the rear axle and on May 6, 2024, it also began to analyze whether the issue may also be present on the front axle. A review of additional units could not confirm whether the locking tabs were correctly positioned. Thereafter, DTNA and the supplier continued to review the concern and DTNA conducted a detailed review of any potentially related reports and claims. On May 30, 2024, out of abundance of caution, DTNA decided to conduct a voluntary safety recall on the vehicles built within the above-mentioned manufacturing date range. DTNA is not aware of any warranty claims, field service reports, deaths, injuries or property damage claims related to wheel separations from this issue. On July 11, 2024 DTNA amended Defect report to provide remedy statement.

## Description of Remedy :

**Description of Remedy Program :** A Daimler Truck North America authorized service facility will inspect the hub nut retaining system. If there is a failure of the hub nut retaining system we will, remove the wheel end, inspect the axle, and wheel end components for damage. Then they will replace any failed parts 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.

**How Remedy Component Differs from Recalled Component :** The remedy component will prevent excessive end play within the wheel hub assembly.

**Identify How/When Recall Condition was Corrected in Production :** The supplier advised DTNA that axles produced after April 17, 2024 were subject to a different inspection process

## Recall Schedule :

**Description of Recall Schedule :** NR

**Planned Dealer Notification Date :** JUN 20, 2024 - JUN 20, 2024

**Planned Owner Notification Date :** JUL 30, 2024 - JUL 30, 2024

\* NR - Not Reported