

CAB/Chassis – MFG: Detailed Schedule

#	CUSTOMER IMPACT	QUALITY ISSUE	PROBLEM DESCRIPTION	MODELS	ALERT DATE	TARGET DATE	NEXT SCHEDULED LIVE UPDATE
1	5	*Wiring Routing & Clipping	This is a generic complaint that is consistent and frequent. The issue comes with harnesses pulled too tight and causing chafing, or clips missing, harness hanging.	On-Highway Vocational	-	TBD	Update in Deck: High Priority
2	5	*Torque Components Out of the Plant	Torque components out of the plant – how often are torque guns being checked? If a tool is dropped, is it re-calibrated? This is for the whole truck. Dealers will check during PDI due to past experiences. (Suspension and frame ladder assembly, hoods, U-Bolts, cross member fasteners, fifth wheel plates, cab mounts, backing plate on back steer axle)	On-Highway Vocational	-	TBD	Update in Deck: High Priority
3	5	*Gen 2 Tuftrac I-Bolts. Fastener Torque in General	Axles with Tuftrac suspensions breaking loose from the frame of Western Star units while traveling down the road. (The first unit that failed was built in July 2024. Therefore, if we went back to June 2024 on all Tuftrac suspension trucks that was pinpointed by Birmingham FTL) Failures are early life (typically 30K miles or under). All evidence points to assembly - wrong tool, wrong sequence resulting in over/under torqued fasteners. See worksheet for Tuftrac Gen II.	WST	-	TBD	Update in Deck: High Priority
4	4	*Alignments Out of the Plants – Improper King-Spoke	Improper alignments from our plants, lead to immediate corrections at the dealer prior to delivery. Mainly driven by steering wheel alignment (WST & P4). Customers often complain about steer tire wear 20-50K miles into service as well. DPRs.	All Models	-	TBD	11/10/25
5	4	Steering Stop Bolts & Poppet Settings	Steering turn radius and steering stop bolt settings inconsistent from the plants.	WST	-	TBD	Update in Deck: Medium Priority
6	4	M2 Crossmember Installation	Mt. Holly M2 Meritor Carrier Bearing rubber disintegration/premature wear.	M2	-	TBD	Update in Deck: Medium Priority