

## Defect Information Report

(Section 573.6)

**FL-802**

**Date of Submission:** *December, 19, 2018*

**Manufacturer:** Daimler Trucks North America LLC  
P.O. BOX 3849  
Portland, Oregon 97208

**Type of Report:**     **Safety Defect**         **Non-Compliance**

### Vehicle Information

**Model Yr. Start:** *2017*

**Model Yr. End:** *2019*

**Make:** Freightliner, Western Star, Freightliner Custom Chassis

**Model:** 108SD, 114SD, 122SD, 4700, 4900, 5700, Cascadia, Business Class M2, MT45 Chassis, MT55 Chassis, S2G, S2RV, XBS Chassis, XCL Chassis, XCM Chassis, XCR Chassis, XCS Chassis

**Production Dates:**    **Begin:** *02/10/2017*

**End:** *07/21/2018*

### Descriptive Information:

*Detroit Axles without torque data on steering and tie rod arm bolts*

**Number potentially involved:** *501*    **Estimated percentage of involve with defect:** *0.17%*

### Defect / Noncompliance Description

#### For this Defect/Noncompliance:

#### Describe the defect or noncompliance:

*On certain vehicles, the steering and tie rod arm bolts that join the steering and tie rod arm to the knuckle may not have accurate torque specification data. Without torque data, DTNA cannot verify that the bolts are properly torqued to specification.*

**If a noncompliance, provide the applicable FMVSS:**

Check if this recall only affects products in certain geographic regions.

**Describe the safety risk:**

*Without verification of torque data on the steer and tie rod arm bolts, it is unclear if the bolts were torqued within specification. Under torqued bolts may lead to a separation of the tie rod arm and disconnect the front wheels of the vehicle. A disconnect of the front wheels can reduce the ability to steer the vehicle, which could increase the risk of a crash.*

**If applicable, identify the manufacture of the defective or noncompliant component.**

## **Chronology of Defect / Noncompliance Determination**

**Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:**

*Late January 2018, Daimler Trucks North America (DTNA) Call Center received a report from a customer of a loose tie-rod arm bolt on a vehicle with low mileage. February 2018, DTNA received parts for analysis and found paint on the threads not used in manufacturing indicating repair after vehicle manufacture. DTNA began assessing field data to identify the potential population affected and causes for missing torque data. June 2018, with no additional field claims, DTNA recommended a field service campaign to inspect all vehicles without tie rod arm bolt torque data. November 2018, DTNA released a field inspection campaign and bulletin. December 2018, in coordination and with identification from NHTSA's office of defects investigation DTNA determined that incorrect language was used in the published field report service campaign/bulletin. In an abundance of caution, DTNA decided to initiate a voluntary recall on vehicles with which cannot be verified as receiving production stage torque values on the steering and tie rod arm bolts.*

## **Identify the Remedy**

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

*Axles will have the steering arm and tie rod arm inspected for correct bolt torque and repaired with new fasteners if necessary. Repairs will be performed by Daimler Trucks North America authorized service facilities. Customer notification will be done by first class mail using Daimler Trucks North America records to determine the customers affected.*

## **Identify the Recall Schedule**

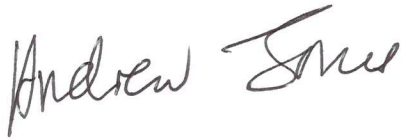
**Describe the recall schedule for notifications.:**

*Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.*

<b>Planned Dealer Notification Begin Date:</b>	02/16/2019
<b>Planned Dealer Notification End Date:</b>	02/16/2019
<b>Planned Owner Notification Begin Date:</b>	02/16/2019
<b>Planned Owner Notification End Date:</b>	02/16/2019

**Manufacture's identification code for this recall (if applicable):** FL-802

**DTNA Representative;**



Andy Jones  
Manager  
Compliance and Regulatory Affairs