

# Part 573 Safety Recall Report

# 19V-171

**Manufacturer Name :** Daimler Trucks North America LLC**Submission Date :** APR 01, 2019**NHTSA Recall No. :** 19V-171**Manufacturer Recall No. :** FL-812**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 : 361

Estimated percentage with defect : 60 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Western Star 4700

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain trucks built within the production dates equipped with certain speedometers.

Production Dates : NOV 07, 2018 - NOV 26, 2018

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 2 : 2019-2019 Western Star 4900

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain trucks built within the production dates equipped with certain speedometers.

Production Dates : AUG 10, 2018 - NOV 30, 2018

VIN Range 1 : Begin : NR End : NR  Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Distance traveled is accumulated in kilometers by the odometer but the label on the dial face says miles. FMVSS 101 Table 2 requires if distance is accumulated in kilometers the display needs to be labeled in kilometers.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : The display of the vehicle's accumulated distance in kilometers while the gauge is labeled miles, could lead to driver confusion, and inspections and maintenance may occur sooner than needed, as well as possible incorrect assumptions about driver speed.

Description of the Cause : NR  
Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : Pacific Insight  
Address : NR  
NR  
Country : NR

## Chronology :

In November 2018, DTNA received a customer complaint regarding an odometer alleged to be displaying distance in Kilometers, while it was labeled miles. November, 2018 through January 2019, DTNA investigated the issue to identify scope, root cause and population. DTNA also reached out to external counsel as part of the investigation. February 2019, DTNA received clarification from outside counsel that the issue may be non-compliant with FMVSS 101. February 28, 2019, DTNA decided to voluntarily recall the affected vehicles. April 1st, 2019, Because DTNA could not verify that all vehicles slated to be remedied prior to shipping from the plant were in fact remedied prior to shipment, based on plant-supplied information, DTNA, from an abundance of caution, decided to increase the recall population to include all vehicles built with the involved speedometers from start of production until the known clean date on the production line.

## Description of Remedy :

Description of Remedy Program : Vehicles will be inspected by Daimler Trucks North America authorized service facilities and where odometers are found to be displaying kilometers, the speedometers will be replaced. Copies of the reimbursement plan will be submitted as a supplemental report when available.

How Remedy Component Differs NR  
from Recalled Component :

Identify How/When Recall Condition NR  
was Corrected in Production :

## 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 03, 2019 - MAY 03, 2019

Planned Owner Notification Date : MAY 03, 2019 - MAY 03, 2019

\* NR - Not Reported