

## Defect Information Report

(Section 573.6)

### **FL-812**

**Date of Submission:** *March 5th, 2019*

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

**Make:** *Western Star*

**Model:** *4700 & 4900*

**Production Dates:**    **Begin:** *November 7, 2018*

**End:** *November 26, 2018*

### **Descriptive Information:**

*Certain trucks built within the production dates equipped with certain speedometers.*

**Number potentially involved:** *81*    **Estimated percentage of involve with defect:** *100%*

### **Defect / Noncompliance Description**

#### **For this Defect/Noncompliance:**

**Describe the defect or 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.*

**If a noncompliance, provide the applicable FMVSS:** *FMVSS 101*

#### **Describe 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.*

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

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

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

*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.*

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

*Speedometers will be replaced by Daimler Trucks North America authorized service facilities. Copies of the reimbursement plan will be submitted as a supplemental report when available.*

## **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.*

**Planned Dealer Notification Begin Date:** 05/03/2019

**Planned Dealer Notification End Date:** 05/03/2019

**Planned Owner Notification Begin Date:** 05/03/2019

**Planned Owner Notification End Date:** 05/03/2019

**Manufacture's identification code for this recall (if applicable):** FL-812

**DTNA Representative;**



Andy Jones  
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Compliance and Regulatory Affairs