

# Part 573 Safety Recall Report

# 19V-722

**Manufacturer Name :** Daimler Trucks North America LLC**Submission Date :** MAR 04, 2020**NHTSA Recall No. :** 19V-722**Manufacturer Recall No. :** FL834**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 : 2,547

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2017-2020 Western Star 5700

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Western Star vehicles manufactured between the above dates and equipped with certain baggage or sleeper side doors.

Production Dates : NOV 14, 2016 - SEP 12, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2017-2020 Western Star 4900

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Western Star vehicles manufactured between the above dates and equipped with certain baggage or sleeper side doors

Production Dates : NOV 14, 2016 - SEP 12, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : On the affected vehicles, there have been reports of the baggage or sleeper side door separating from the hinge assembly. Separation has occurred due to adhesive failure caused by manufacturing process issues

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A baggage or sleeper side door separating from the vehicle whilst In motion could lead to debris on the road increasing the risk of an injury

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

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

July 2019, DTNA received a notification of a door separation from the field. DTNA opened an investigation to determine the potential field exposure. August –September 2019, DTNA conducted a thorough investigation working with the supplier to identify root cause and the scope of the issue. DTNA's investigation included inspection of supplier production facilities, materials and procedures. October 5th, 2019, DTNA with an abundance of caution, decided to conduct a voluntary recall on the potentially affected vehicles. November 11, 2019, on review of production dates, the final bookend date was determined to be incorrect, and therefore DTNA adjusted the population and manufacturing dates to reflect the actual recall population. March 3, 2020, Amended Defect Information Notice with recall remedy.

## Description of Remedy :

Description of Remedy Program : Reinforcement clips with mechanical fasteners will be installed on each baggage and sleeper door hinge. Repairs will be performed by Daimler Trucks North America authorized service facilities. 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 : DEC 07, 2019 - DEC 07, 2019

Planned Owner Notification Date : DEC 07, 2019 - DEC 07, 2019

\* NR - Not Reported