

Defect Information Report (Section 573.6)

FL-834

Date of Submission: *October 9, 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: 2017 Model Yr. End: 2020

Make: *Western Star*

Model: *4900 and 5700*

Production Dates: Begin: *11/14/2016*

End: *09/12/2019*

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

Number potentially involved : 2547 vehicles

Estimated percentage of involve with defect: 1%

Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance: *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*

If a noncompliance, provide the applicable FMVSS: NA

Describe 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.*

Chronology of Defect / Noncompliance Determination

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

Noncompliance decision. *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.*

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture’s plan for reimbursement. *To be determined. 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.*

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:	<i>12/07/2019</i>
Planned Dealer Notification End Date:	<i>12/07/2019</i>
Planned Owner Notification Begin Date:	<i>12/07/2019</i>
Planned Owner Notification End Date:	<i>12/07/2019</i>

Manufacture’s identification code for this recall (if applicable): *FL-834*

DTNA Representative;



Andy Jones
Manager
Compliance and Regulatory Affairs