

## Defect Information Report (Section 573.6)

**FL-884**

**Date of Submission:** *April 12, 2021*

**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:**                  *2021*                                  **Model Yr. End:** *2022*

**Make:** Thomas Built Buses

**Model:** Saf-T-Liner HDX, Saf-T-Liner C2, Safe-T-Liner EFX School Buses

**Production Dates:**    **Begin:** *01/12/2021*                  **End:** *04/06/2021*

**Descriptive Information:** Vehicles built with certain suspect tie rod arm bolts (N308676020022) and steering arm bolts (N308676020025).

**Number potentially involved:** *1,738*    **Estimated percentage of involve with defect:** *2%*

### Defect / Noncompliance Description

#### For this Defect/Noncompliance:

**Describe the defect or noncompliance:** Suspect bolts used to assemble Detroit front axle assemblies have a lengthwise "seam" defect potentially leading to bolt failure.

**Describe the safety risk:** Single bolt fracture may lead to decrease in steering response and both bolts failing would lead to complete loss of steering/directional control of the vehicle.

**Identify any warning which can precede or occur:** Decrease in steering response

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

**Company Name:** Cold Heading Company

**Country:** USA

**Address 1:** 21777 Hoover Rd

**Address 2:**

**City:** Warren

**State:** MI

**Zip/Postal Code:** 48089

**First Name:** Ginger

**Last Name:** Anderson

**Position:** Manager of Corporate Quality

**Email:** ganderson@coldheading.com

**Phone:** 586.497.7000 x6222

## Involved Components

**Component Name:** Steering Arm Bolt, Tie Rod Bolt

**Component Description:**

**Component Part Number:** N308676020025, N308676020022

## Chronology of Defect / Noncompliance Determination

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

*Late February, 2021, despite having no warranty claims nor other indications of failures on customer vehicles, DTNA axle assembly plant reported tie rod bolt and steering arm bolt quality concerns and began containment. Quality alert was issued for axle assembly plant locations. Early March, 2021 DTNA defined suspect bolt lots and cleared inventory. Suspect bolts were sent to supplier for additional analysis. Late March, 2021, DTNA received initial metallurgical report for supplier showing potential for long term fatigue failure. Discussions with supplier ongoing. Early April 2021, even though DTNA is not aware of any field failures related to this concern, DTNA decided to conduct a voluntary safety recall while continuing to investigate the population.*

## Identify the Remedy

**Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement:** *Tie rod arm bolts and steering arm bolts will be replaced. Repairs will be performed by Daimler Trucks North America authorized service facilities. Details of the reimbursement plan will be included in the owner's notification letter.*

## 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:** 06/10/2021

**Planned Dealer Notification End Date:** 06/10/2021

**Planned Owner Notification Begin Date:** 06/10/2021

**Planned Owner Notification End Date:** 06/10/2021

**Manufacture's identification code for this recall (if applicable):** FL-884

DTNA Representative;



Larissa Stoffels  
Executive Manager, Vehicle Safety  
Compliance and Regulatory Affairs