

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager

Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI21-019

Effective: 07/12/2021

Release: 07/13/2021

SUBJECT: DDC D21R7 (FL888) – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall DDC D21R7 (FL888)~ Tie Rod End Clamp Bolts. A copy follows for your reference.

This notice is for your information only. There is no action for customers or dealers to take. If customers inquire, please refer them to the interim notice.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

Daimler Trucks North America LLC

Detroit Diesel Corporation
13400 Outer Drive, West Detroit,
Michigan 48239-4001
Telephone: 313-592-5000

July 2021
D21R7(FL888) Interim Recall Notice
NHSTA #21V-369 (Non School)
NHTSA #21V-370 (School Bus)

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s)

Subject: DETROIT™ Tie Rod End Clamp Bolts

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists on certain DETROIT™ Model 2, 3 and 5 steer axles manufactured between Dec 15, 2020 through Apr 14, 2021. DTNA is initiating Recall Campaign D21R7 to replace the tie rod assemblies.

On certain DETROIT™ Model 2, 3 and 5 steer axles, the tie rod clamp may be loose due to the supplied lock nuts being over-crimped. This can cause thread galling of the bolt and nut during installation. When galling occurs, it is possible that assembly torque may be achieved but the clamp is still loose. The tie rod clamp being loose could lead to the threaded tie rod ends becoming loose and eventual steering loss if the rod end pulls out of the tie rod, or the tube is broken due to vibration of the loose joint creating the risk of a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Trucks is currently securing replacement parts. **There is no action for you to take at this time.**

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Daimler Trucks North America dealer to schedule the Recall for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Detroit Diesel Customer Support Center, 13400 Outer Drive West, Detroit, MI 48239, or call (800) 445-1980 (Eastern Standard Time). Detroit Diesel's Customer Support Center is open 24 Hours / 7 Days a Week. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327- 4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

We are sorry to cause you this inconvenience. However, we have taken this action in the interest of your continued satisfaction with our products.

DETROIT WARRANTY CAMPAIGNS DEPARTMENT

Enclosure