

Part 573 Safety Recall Report

21V-689

Manufacturer Name : Daimler Trucks North America, LLC

Submission Date : JAN 28, 2022

NHTSA Recall No. : 21V-689

Manufacturer Recall No. : FL-900



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 : 113,085

Estimated percentage with defect : 3 %

Vehicle Information :

Vehicle 1 : 2019-2021 Freightliner Cascadia

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : All Cascadia built at the Saltillo Manufacturing Plant within the production date range.

Production Dates : APR 01, 2018 - JUL 14, 2020

VIN Range 1 : Begin : NR **End :** NR ☐ Not sequential

Vehicle 2 : 2019-2020 Freightliner Classic Cascadia

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : All Classic Cascadia built at the Santiago Manufacturing Plant within the production date range.

Production Dates : APR 01, 2018 - DEC 31, 2019

VIN Range 1 : Begin : NR **End :** NR ☐ Not sequential

Description of Defect :

Description of the Defect : On certain vehicles, the drag link taper joint at the steering arm may not have been tightened sufficiently and may come loose, potentially resulting in a complete separation of the joint.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A gradual loosening and separation of this joint could lead to a complete loss of steering control which could lead to a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : A loose joint may be detected by loose steering, wandering, noises or vibration.

Involved Components :

Component Name 1 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle

Component Part Number : 14-19428-000

Component Name 2 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle

Component Part Number : 14-19429-000

Component Name 3 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle

Component Part Number : 14-19512-000

Component Name 4 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle

Component Part Number : 14-19513-000

Component Name 5 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle

Component Part Number : 14-20690-000

Component Name 6 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle

Component Part Number : 14-18527-000

Component Name 7 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle
Component Part Number : 14-18528-000

Component Name 8 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle
Component Part Number : 14-17298-000

Component Name 9 : Drag Link Taper Joint

Component Description : Linkage point where the drag link attaches to the steering arm of the front axle
Component Part Number : 14-17300-000

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

In or about April 2020, DTNA received a field report indicating loose steering in 5 units from the same customer fleet. Based on this report, DTNA initiated an inspection campaign on the customer fleet. In or about June 2020, DTNA received a field report that 2 units owned by a different customer had experienced a complete separation of the drag link from the steering arm. In or around June through September 2020, DTNA investigated the issue, which included a look at manufacturing processes, supplier quality and driver safety. The investigation led to the implementation of torque management and audit tools in all plants. At this time, DTNA did not reasonably determine an unreasonable risk to safety. In or around February 2021, 2 more customers reported loose steering due to the taper joint connection in vehicles built before the corrective action was implemented. DTNA promptly launched a deeper investigation into the same issue and found 7 more reports of complete separations through warranty claim information. In the April through August date range DTNA broadened the search finding 757 total reports and within this time 2 more separation occurred, bringing the total to 11. DTNA investigated the connection between the torque management and audit tool implementation and the loose tapered joint and reviewed warranty claim, field report and field inspection data; combined with a second look at supplier quality. On August 30, 2021, DTNA

decided to conduct a safety recall on the above referenced vehicles. During the month of September 2021, DTNA further reviewed available data and field information for the Classic Cascadia population and the number of vehicles potentially involved. The review of information led to the decision to expand the affected population. In an abundance of caution, on October 6, 2021 DTNA decided to amend the Classic Cascadia population by expanding the manufacturing date range to 12/31/2019.

Description of Remedy :

Description of Remedy Program : The taper joint will be inspected, tested for accurate torque and repaired as necessary. 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.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

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 : OCT 31, 2021 - OCT 31, 2021

Planned Owner Notification Date : OCT 31, 2021 - OCT 31, 2021

* NR - Not Reported