



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 15, 2022

Ms. Tiffani Torgeson  
Manager Compliance and Regulatory Affairs  
Daimler Trucks North America, LLC  
4747 N Channel Ave  
Portland, OR 97217

NEF-107ES  
22V-230

**Subject:** Windshield Wipers May Fail

Dear Ms. Torgeson:

This letter serves to acknowledge Daimler Trucks North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

WESTERN STAR/49X/2020-2022

**Mfr's Report Date:** April 8, 2022

**NHTSA Campaign Number:** 22V-230

**Components:**

VISIBILITY:WINDSHIELD WIPER/WASHER:LINKAGES

**Potential Number of Units Affected:** 520

**Problem Description:**

Daimler Trucks North America, LLC (DTNA) is recalling certain 2020-2022 Western Star 49X vehicles. The windshield wiper linkages may break, causing the windshield wipers to fail.

**Consequence:**

Inoperative windshield wipers can reduce visibility in certain driving conditions, increasing the risk of a crash.

**Remedy:**

No remedy has been established at this time. Owner notification letters are expected to be mailed June 6, 2022. Owners may contact DTNA customer service at 1-800-547-0712. DTNA's number for this recall is FL-926.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please ensure the following requirements are met:

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

**AMENDED 573 REQUIRED.**



Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the wiper linkage. If your company manufactured the component itself, then please state so in 573.

**AMENDED 573 REQUIRED.**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:


You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Daimler Trucks North America, LLC's contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement