

Defect Information Report

(Section 573.6)

FL-926**Date of Submission:** *April 8, 2022 (Amended May 2, 2022)***Manufacturer:** Daimler Truck 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:** Western Star**Model:** 47X, 49X**Production Dates:** **Begin:** 2/10/2020 **End:** 7/30/2021**Descriptive Information:** All Western Star 47X and 49X built within the production date range.**Number potentially involved:** 689 **Estimated percentage of involve with defect:** 100%**Basis for Determination of the Recall Population:** Vehicles of the newly introduced 47X and 49X configuration.**Defect / Noncompliance Description****For this Defect/Noncompliance:****Describe the defect or noncompliance:**

On the affected vehicles, the spline teeth in the windshield wiper arm may wear and break potentially resulting in wipers not functioning properly. It is also possible, although significantly less likely, that the wiper's casting arm may break.

Describe the safety risk:

In some cases, the wipers may not function properly reducing the driver's visibility under certain operating conditions, which may increase the risk of a crash.

Identify any warning which can precede or occur:

If the driver has operated the windshield wipers as part of the recommended pre-trip inspection, the defect would likely be detectable during that inspection.

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

Trico Products Headquarters
3255 West Hamlin Road
Rochester Hills, MI 48309

Involved Components

Component Name: Wiper Linkage

Component Description: Wiper arm and linkage

Component Part Number: A22-78787-000, A22-78787-001, A22-75789-001, A22-75789-000

Chronology of Defect / Noncompliance Determination

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

In February 2022, DTNA became aware of some number of wiper arm linkage failures reported from the field on newly introduced vehicles. In that same month, based on the report DTNA promptly opened an investigation. During the investigation, DTNA received notice from TRICO our windshield wiper arm supplier of a tooling issue leading to the defect. Out of an abundance of caution as soon as the scope and magnitude of the defect were determined, in March 2022, DTNA reasonably decided to conduct a voluntary safety recall. DTNA has received 12 warranty claims between 3/16/2021-3/19/2022 and 1 field report on Dec 10, 2021 related to the defect. Following its initial 573 report in March 2022, DTNA continued to investigate this issue. On May 2, 2022, out of an abundance of caution, DTNA added a model of vehicle to the population and expanded the population to ensure that the population includes all vehicles that could have the compromised part; the correct US population is shown above. On May 5, 2022, DTNA amended the chronology with an updated summary of warranty claims and field reports on US vehicles.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement. Windshield wiper arm and linkage parts will be inspected and replaced as needed. Repairs will be performed by Daimler Truck North America authorized service facilities. Daimler Truck North America shall be offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which will be posted with owner's notification letter. Owners are directed to seek reimbursement through authorized dealers.

Identify the Recall Schedule

Describe the recall schedule for notifications.: Customer notification will be made by first class mail using Daimler Truck North America records to determine the customers affected.

Planned Dealer Notification Begin Date: 06/06/2022

Planned Dealer Notification End Date: 06/06/2022

Planned Owner Notification Begin Date: 06/06/2022

Planned Owner Notification End Date: 06/06/2022

Does DTNA plan to file inconsequentiality petition? Yes No

Manufacture's identification code for this recall (if applicable): FL-926

DTNA Representative;

Tiffani Torgeson

Tiffani Torgeson
Manager, Compliance and Regulatory Affairs