

DAIMLER TRUCK

North America

Defect / Noncompliance Information Report (Section 573.6)

FL-951

Date of Submission: 04/11/2023 (10/18/2023)

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: 2020

Model Yr. End: 2023

Make: Western Star

Model: 47X & 49X

Production Dates: **Begin:** 03/20/2019 **End:** 08/25/2022

Descriptive Information: On certain vehicles built within the above manufacturing date range that are equipped with Inner & Outer Bezels on the hood, the stainless steel cover on the Bezel(s) may de-bond and potentially fall off.

Basis for Determination of the Recall Population: Vehicles built with a particular Inner & Outer Bezels on the hood.

Number potentially involved: 3,498

Estimated percentage of involved with defect: 1%

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Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance:

The stainless steel cover on Inner & Outer Bezels on the hood may de-bond and subsequently fall off the vehicle.

Describe the safety risk:

If the hood bezel(s) stainless steel covers falls during operation, it may become road debris, increasing the risk of a crash.

Identify any warning which can precede or occur:

N/A

Involved Components

Component Name: *Hood Bezel Covers*

Component Description: *Hood Bezel, Inner & Outer*

Component Part Number: A17-21894-000, A17-21893-000, A17-21893-000, A17-21893-001, A17-21894-000, A17-21894-001, A17-21894-002 & A17-21894-003.

Component's country of origin:

Name: American Trim

Address: 1005 West Grand Avenue

Lima, OH 45801

419-228-1145

Country: United States of America

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Chronology of Defect / Noncompliance Determination

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

On or about March 8, 2022, DTNA was first notified through a Dealer Product Report (DPR) regarding de-bonding of Hood Bezel cover. On or about August 16, 2022, a Field Service Product Report (FSPR) & DPR duplicating the same issue was submitted to DTNA Compliance. DTNA promptly began an investigation that revealed that, on a specific population of vehicles built with hood Bezels, there is a possibility of the hood bezel(s) stainless steel covers de-bonding from the air intake. As part of that investigation, DTNA performed an initial warranty seek to identify any related claims not found in the prior notifications. Later in that same month, DTNA's review became aware of 1 additional occurrence of covers de-bonding from the hood bezel(s). On August 25, 2022, out of abundance of caution, DTNA decided to conduct a voluntary safety recall on certain WST 47X and 49X vehicles built within the above mentioned manufacturing date range, that were equipped with these particular hood bezels. The summary of warranty claims, field or service reports, and other information is as follows: 4 warranty claims and 3 Field report from dates 12/17/2021 to 7/18/2022, 4 claims reporting fell off on the road. No deaths or injuries reported. On 08/29/2022 DTNA added Western Star 49X as additional model in portal. On October 4, 2022, upon review of production vehicles, DTNA reasonably amended the recall population from 4,006 to 3,513. On October 6, 2022 the updates in the chronology in the 573 report were amended to match the amended defect information report. On October 18, 2022, upon review of production vehicles, DTNA reasonably amended the recall population from 3,513 to 3,498. The description of the recall schedule for notifications was also added. On 04/11/2023 DTNA amended the 573 to reflect the final remedy status.

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Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.

Grill bezel Covers will be inspected and rivets installed. The Recall will take approximately one hour and will be performed free of charge. Repair 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 Trucks North America records to determine the customers affected.

Planned Dealer Notification Begin Date: 10/28/2022
Planned Dealer Notification End Date: 10/28/2022
Planned Owner Notification Begin Date: 10/28/2022
Planned Owner Notification End Date: 10/28/2022

Does DTNA plan to file inconsequentiality petition? Yes No

Manufacturer's identification code for this recall (if applicable): FL951

DTNA Representative;

Tiffani Torgeson

Tiffani Torgeson
Manager, Compliance and Regulatory Affairs