

Part 573 Safety Recall Report

19V-792

Manufacturer Name : Daimler Trucks North America LLC

Submission Date : NOV 04, 2019

NHTSA Recall No. : 19V-792

Manufacturer Recall No. : FL-836



Manufacturer Information :

Population :

Manufacturer Name : Daimler Trucks North America LLC

Address : 4747 N. Channel Avenue
Portland OR 97217-3849

Company phone : 800-745-8000

Number of potentially involved : 2,725

Estimated percentage with defect : 4 %

Vehicle Information :

Vehicle 1 : 2016-2020 Western Star 4900

Vehicle Type :

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Western Star vehicles manufactured between the above dates and equipped with sleeper cab vent windows.

Production Dates : JAN 15, 2015 -OCT 29, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2016-2020 Western Star 5700

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Western Star vehicles manufactured between the above dates and equipped with sleeper cab vent windows.

Production Dates : JAN 15, 2015 -OCT 29, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : On the affected vehicles, there have been reports of the vent windows separating from the strut assembly. The strut assembly prevents the vent window from over rotating and detaching from the hinge. Separation of the strut rod may have occurred due to adhesive failure caused by manufacturing process issues

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A vent window separating from the vehicle whilst in motion could lead to debris on the road increasing the risk of a road hazard.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

September 2019, DTNA received a notification of a vent window separation from a dealer. September-October 2019, DTNA conducted a thorough investigation working with the supplier to identify root cause and the scope of the issue. DTNA's investigation included inspection of the vent window-strut assembly design, supplier production facilities, materials and procedures. October 29th, 2019, DTNA with an abundance of caution, decided to conduct a voluntary recall on the potentially affected vehicles.

Description of Remedy :

Description of Remedy Program : The vent windows will be replaced. Repairs will be performed by Daimler Trucks North America authorized service facilities. Copies of the reimbursement plan will be submitted as a supplemental report when available.

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 : JAN 02, 2020 - JAN 02, 2020

Planned Owner Notification Date : JAN 02, 2020 - JAN 02, 2020

* NR - Not Reported