

Part 573 Safety Recall Report**14V-718****Manufacturer Name :** Sutphen Corporation**Submission Date :** NOV 05,2014**NHTSA Recall No. :** 14V-718**Manufacturer Recall No. :** NACIS# 336120**Manufacturer Information :**

Manufacturer Name : Sutphen Corporation

Address : 6450 Eiterman Rd

Dublin OH 43040

Company phone : 866-287-5549

Population :

Number of potentially involved : 155

Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2000-2014 Sutphen SPH100, SP 110, SPI 112, SAI 110

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : This report serves as Sutphen Corporation's revised notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a defect related to the motor vehicle safety exists in certain SPH 100 aerial platforms. Sutphen determined that this defect existed in these vehicles as initially submitted to NHTSA on 8/16/2013.

Production Dates : NOV 05, 2014 - NOV 05, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Description of Defect :

Description of the Defect : Description of the defect:

The main extend cables failed, which resulted in the ladder de-scoping.

Description of the Safety Risk : Aerial device could de-scope

Description of the Cause : On the Green Valley truck, the main cables were excessively worn and in poor condition due to lack of proper maintenance.. The bearings in the sheaves used in the extend/retract system had seized and prevented the sheaves from rotating. This caused the wire rope to slide over the non-moving sheaves which resulted in excessive wear and reduced load carrying capacity. Lack of proper maintenance is also what caused the bearings to fail.

Investigation of the Belle Valley incident revealed that during refurbishment of the truck following significant damage due to exposure at a chemical fire, the main 1-3 cables were replaced by a set of undersized cables resulting in a de-scoping incident.

Sutphen cannot determine the root cause of the de-scoping incident that occurred on the Hall County Georgia truck because the truck is impounding at the fire department training center. Sutphen has had only had limited access to the truck, once immediately (next day) after the incident and a second review when NHTSA was onsite. On both occasions, we were limited to observation of the aerial sections and wire rope, without the opportunity for disassembly and detailed component inspection/analysis.

Identification of Any Warning that can Occur : On the Green Valley truck, the failure of the bearings in the sheaves should have produced a large amount of noise. This noise should have been noticeable enough to cause further inspection. Upon proper inspection, evidence of wear or other nonconformities on the cables and/or sheaves would also have been visible.

Supplier Identification :**Component Manufacturer**

Name : Sutphen Corporation

Address : 6450 Eiterman Rd
Dublin OHIO 43040

Country : United States

Chronology :

Description of the defect:

The main extend cables failed, which resulted in the ladder de-scoping.

Description of Remedy :

Description of Remedy Program : Initial investigation and steps taken: All Sutphen customers and dealers were notified of the importance of proper maintenance and inspection. Contact information will be provided to answer questions and address any concerns. A core group of technicians were trained on the proper way to maintain and inspect the aerial ladder portion of the fire apparatus. These technicians visited every customer with one of the subject vehicles and provided them with information on proper maintenance and adjustment procedures. The technicians inspected the extend/retract components and noted any areas that need attention. All components that are deemed to be deficient will be repaired or replaced.

Coinciding with the actions taken to inspect, re-familiarize customers with proper maintenance and adjustment procedures as part of the field program, Sutphen engaged in a full blown design analysis of the current five section aerial design as manufactured utilizing both in-house engineering staff and outside engineering sources to assess the design.

How Remedy Component Differs from Recalled Component : Initial investigation and steps taken: All Sutphen customers and dealers were notified of the importance of proper maintenance and inspection. Contact information will be provided to answer questions and address any concerns. A core group of technicians were trained on the proper way to maintain and inspect the aerial ladder portion of the fire apparatus. These technicians visited every customer with one of the subject vehicles and provided them with information on proper maintenance and adjustment procedures. The technicians inspected the extend/retract components and noted any areas that need attention. All components that are deemed to be deficient will be repaired or replaced.

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Identify How/When Recall Condition was Corrected in Production : New design components installed on all production units effective September 2014

Recall Schedule :

Description of Recall Schedule : New activity releasing campaign updates to modify trucks in the field
Parts shipments launched the week of 10/28/14
Schedule to complete modifications of all trucks in the field by 1/31/15

The field retrofit and customer upgrades have been launched to modify customer's trucks by factory trained Sutphen technicians and authorized dealer technicians. Sutphen has a complete customer listing of all units that will require modification.

- We have established a complete set of work instructions to accomplish the required upgrades.
- The team of both factory and dealer technicians have been fully trained to install/ modify the products in the field prior to the launch.
- Upon completion of the modification, all customer trucks will undergo a third party inspection of the aerial device prior return to service.
- Field kits will be provided to ensure all components are available to complete the modification.
- Program has started in late October 2014
- Upgrades will be completed at no cost to the customer.

Planned Dealer Notification Date : NOV 05, 2014 - JAN 31, 2015

Planned Owner Notification Date : NOV 05, 2014 - JAN 31, 2015

* NR - Not Reported