

# Part 573 Safety Recall Report

# 17V-348

**Manufacturer Name :** Pierce Manufacturing

**Submission Date :** MAY 31, 2018

**NHTSA Recall No. :** 17V-348

**Manufacturer Recall No. :** 74B283



## Manufacturer Information :

**Manufacturer Name :** Pierce Manufacturing

**Address :** 2600 American Drive  
P.O. BOX 2017 Appleton WI  
54912-2017

**Company phone :** 920-832-3000

## Population :

**Number of potentially involved :** 225

**Estimated percentage with defect :** 75 %

## Vehicle Information :

**Vehicle 1 :** 1999-2013 Pierce Arrow XT, Dash, Enforcer, Quantum, Velocity

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** ALL

**Power Train :** DIESEL

**Descriptive Information :** All Pierce vehicles equipped with electric All-Steer rear steering option, single and tandem axles.

**Production Dates :** SEP 30, 1999 - OCT 22, 2013

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The axle may not have been heat treated properly.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** The strength of the axle shaft could be reduced if not heat treated properly. Under load, either end of the axle may break. The vehicle may stall if the axle breaks, the ability to move the vehicle and complete its safety mission will be reduced.

**Description of the Cause :** Process methods were not consistently applied.

**Identification of Any Warning that can Occur :** None

## Supplier Identification :

**Component Manufacturer**

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

1999-2017 – Pierce receives scattered warranty claims of axle shaft failures  
April-2017 – Meeting was held with NHTSA, who provided information to Pierce of occurrences in field  
April-May 2017 – Pierce investigation provided incidents and identified defect  
May, 2017 – Notice submitted  
July-Sept 2017 – Engineering analysis and initial production evaluation  
Oct – 2017 – Vendor relation terminated due to bankruptcy  
Oct,2018 – Apr,2018 – Identify, select, qualify new vendor  
Apr-Jun,2018 – 1st sample durability test  
June-2018 – Cycle test production representative parts  
June-2018 – Order production parts  
June-2018 – Machine trunnion test samples  
July-2018 – Carbo-austemper heat treat test samples  
July-2018 – Confidence cycle tests  
June-July-2018 – Machine production shafts  
July-Aug-2018 – Carbo-austemper heat treat production shafts  
Aug-2018 – Quality check/Inspect production parts  
Aug-Sep-2018 – Ship production parts  
Late Sept-2018 – Parts available in field for repairs

## Description of Remedy :

Description of Remedy Program : Plan is being developed to produce, treat, and validate new axle shafts. Timing TBD when parts available for remedy program.  
All axle shafts will be replaced on all vehicles of suspect population.  
Vehicle owners will be provided an interim notification by 07Jul2017.  
Production of remedy components require restarting production and completing validation testing, which will require several months. A final notification will be distributed to vehicle owners when replacement parts are available approximately late 2017, early 2018, providing information on having the remedy completed on their vehicle.

How Remedy Component Differs from Recalled Component : The remedied parts will be produced with new material and improved heat treatment methods.

Identify How/When Recall Condition was Corrected in Production : This feature is no longer in production.

**Recall Schedule :**

Description of Recall Schedule : The below recall schedule is provided pending NHTSA review & approval of notification letters.

Planned Dealer Notification Date : JUN 23, 2017 - JUL 07, 2017

Planned Owner Notification Date : JUN 23, 2017 - JUL 07, 2017

\* NR - Not Reported