

Part 573 Safety Recall Report

18V-669

Manufacturer Name : Maintainer Corporation of Iowa, Inc.**Submission Date :** SEP 25, 2018**NHTSA Recall No. :** 18V-669**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Maintainer Corporation of Iowa, Inc.

Number of potentially involved : 32

Address : 1701 2nd Ave.

Estimated percentage with defect : 100 %

Sheldon IA 51201

Company phone : 712-324-8125

Vehicle Information :

Vehicle 1 : 2017-2018 Maintainer Service / Mechanics Bodies Mounted on a Ford F-Series Super Duty 4x4

Vehicle Type : LOW VOLUME VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The voluntarily recalled vehicles are of various, optional configurations, but each contain a FORCE Amer-ica hydraulic pump (FORCE America part number AGP25-LA2-20162016-20111T) installed by Maintain-er on a Ford F-Series Super Duty 4x4.

Although 100% of the units identified will have the same pump installed with a Ford F-Series Super Duty front drive axle, only a small percentage of this population will ever experience a full suspension articula-tion while in service (which may create an interference between the pump and driveshaft).

Production Dates : DEC 12, 2017 - SEP 17, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The units involved in this voluntary recall contain a FORCE America hydraulic pump (FORCE America part number AGP25-LA2-20162016-20111T) installed by Maintainer that may interfere with the Ford front axle driveshaft (included on the Ford chassis) when the front suspension is fully articulated. This contact with the driveshaft will cause wear in the driveshaft which could lead to premature failure (although no driveshaft failures have been reported).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the interference is significant or prolonged, the driveshaft could separate at the point of interference which would result in loss of power to the front drive axle and possible damage to other components near the driveshaft. This situation could result in unexpected vehicle motion, increasing the risk of a crash.

Description of the Cause : Insufficient clearance between the FORCE America hydraulic pump and the Ford driveshaft, when the vehicle experiences a suspension articulation (over and above normal, on-highway use).

Identification of Any Warning that can Occur : There is a potential that a sound would be created by the interference between the Ford driveshaft and the FORCE America hydraulic pump. Another indicator of this condition may be found through a visual inspection of the driveshaft, looking for unusual wear at the location of the hydraulic pump.

Supplier Identification :

Component Manufacturer

Name : FORCE America

Address : 501 East Cliff Road
Burnsville MINNESOTA 55337

Country : United States

Chronology :

September 17, 2018: Maintainer receives a warranty claim from a customer regarding unusual wear on the driveshaft of unit number JJ064, which was caused by contact with the FORCE America hydraulic pump. No driveshaft failure was reported. Maintainer forwarded driveline wear information to the hydraulic system supplier (FORCE America) to inquire about this condition. The unit was placed out of service until a resolution was identified. Replacement parts were shipped the week of 9/24/18.

September 18, 2018: Maintainer attempts to simulate the suspension articulation on a unit that is on premises. At the end of this date, a potential interference was confirmed, through static loading of the front axle to simulate an extreme loading condition. Maintainer notifies the vendor about the condition, seeking alternate components that would improve the clearance.

September 19, 2018: Two alternative pumps (different brand names than the original) were tested under similar loading conditions and were confirmed to provide additional clearance.

September 20, 2018: Initial, formal meeting with FORCE America regarding customer and end user notifications (through the 573 report) and the process of resolving the concerns.

Description of Remedy :

Description of Remedy Program : ☑ End users will be directed to a local dealer or repair center where the unit will be modified, free of charge. This remedy will involve the removal of the existing pump and installation of a different brand of pump. It will also involve inspection of the front axle driveshaft for any prior instances of interference. If any signs are found, the driveshaft will also be replaced, free of charge.
The voluntary recall remedy of using the different brand of hydraulic pump is the same as the production remedy.

How Remedy Component Differs from Recalled Component : The units involved in this voluntary recall contain a FORCE America hydraulic pump (FORCE America part number AGP25-LA2-20162016-20111T). The remedy components identified provide more clearance to the Ford driveshaft.

Identify How/When Recall Condition was Corrected in Production : The voluntary recall remedy of using the different brand of hydraulic pump is the same as the production remedy. The production remedy started on unit manufacturers date of 09/18/2018.

Recall Schedule :

Description of Recall Schedule : NR
Planned Dealer Notification Date : OCT 01, 2018 - OCT 05, 2018
Planned Owner Notification Date : OCT 08, 2018 - OCT 12, 2018

* NR - Not Reported