

# Part 573 Safety Recall Report

## 20V-040

**Manufacturer Name :** Rosenbauer America

**Submission Date :** JAN 23, 2020

**NHTSA Recall No. :** 20V-040

**Manufacturer Recall No. :** 19E-045



### Manufacturer Information :

**Manufacturer Name :** Rosenbauer America

**Address :** 5190 260th street

Wyoming MN 55092

**Company phone :** 6514621000

### Population :

**Number of potentially involved :** 399

**Estimated percentage with defect :** 10 %

### Vehicle Information :

**Vehicle 1 :** 2014-2019 Rosenbauer Commander

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

**Body Style :** 4-DOOR

**Power Train :** DIESEL

**Descriptive Information :** Independent Front Suspension (IFS FT) modules manufactured by Royce Grinning Li. Between 12 /1/2014 to 7/01/2019 could have loose upper shock mounts. These modules were supplied to Fire Truck manufacturers.

**Production Dates :** DEC 01, 2014 - JUL 01, 2019

**VIN Range 1 : Begin :** 54F2CB711EWM10579 **End :** 54F2DB613KWM12411  Not sequential

### Description of Defect :

**Description of the Defect :** A loose upper shock mount system on Fire Truck Independent Front Suspensions.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Possible loss of hydraulic steering assist.

**Description of the Cause :** 1. Shock mounting pockets manufactured outside of the specified tolerance range (too wide)

**Identification of Any Warning that can Occur :** Prior to complete separation of shock from upper mount, lose joint will rattle or clunk. Upon inspection, shock eyelet can be moved by hand. The failure will progress to loss of dampening and degradation of handling characteristics. Gross movement of the shock will result in a loder clunk as it contacts other suspension components. Finally, the shock can work into a position that results in damage to the steering gear box housing, causing a leak (puddle on ground), degradation of steering assist.

## Supplier Identification :

### Component Manufacturer

Name : Reyco Granning  
Address : 1205 Industrial Park Drive  
Mt. Vernon MISSOURI 65712  
Country : United States

## Chronology :

Initially suspensions were built with standard shock absorbers with a standard upper eye and hardware configuration. On 12/1/2014, the shock was changed to a Koni shock - the upper eye configuration was changed to allow the use of a hem joint and required an additional 2 spacers. It was determined at the time, after loose shock eyes were noted that the material used to make the spacers was not strong enough to withstand the comprehensive load. Very few failures occurred after the change took place.

## Description of Remedy :

Description of Remedy Program :	The remedy involves the use of a new bolt and nut, a hardened washer (for use under the head of the bolt) and shim if necessary to close the gaps. The bolt nut combination has been tested and determined to provide adequate clamp for pockets within tolerance. Shims will be used to close the gap on pockets that may be over tolerance. New bolts will be torque value.
How Remedy Component Differs from Recalled Component :	The remedy involves the use of a new bolt and nut, a hardened washer (for use under the head of the bolt) and shims if necessary to close the gaps. The bolt nut combination has been tested and determined to provide adequate clamp for pockets within width tolerance. Shims will be used to close the gap on pockets that maybe over tolerance. New bolts will be torqued to the appropriate torque valve.
Identify How/When Recall Condition was Corrected in Production :	A quality alert was posted concerning the issue on the production line. New fasteners were brought in with a new coating (fully tested to insure that the combination produced appropriate clamp load). Pockets are being monitored as part of the process to insure that they are in tolerance. Bolt washer nut combination will be monitored on an ongoing basis.

## Recall Schedule :

Description of Recall Schedule :	The recalls are being handled by the parts manufacturer. Reyco Granning Suspensions because they are the only ones with the tools to do the repairs. Jason Myers will be doing all the repairs and I will include his information in the recall letter.
Planned Dealer Notification Date :	JAN 31, 2020 - JUN 30, 2020

Planned Owner Notification Date : FEB 10, 2020 - MAR 06, 2020

\* NR - Not Reported