

Part 573 Safety Recall Report

20V-689

Manufacturer Name : Autocar, LLC**Submission Date :** NOV 06, 2020**NHTSA Recall No. :** 20V-689**Manufacturer Recall No. :** ACX-2008**Manufacturer Information :**

Manufacturer Name : Autocar, LLC

Address : 551 S WASHINGTON STREET
HAGERSTOWN IN 47346

Company phone : 7654895499

Population :

Number of potentially involved : 1,060

Estimated percentage with defect : 19 %

Vehicle Information :

Vehicle 1 : 2020-2021 Autocar Xpeditor

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : All Xpeditor units manufactured with the suspect torque are included.

Production Dates : SEP 16, 2019 - AUG 31, 2020

VIN Range 1 : Begin : 5VCACSCE2LC231681 End : 5VCACLEF8MC234498 Not sequential

Vehicle 2 : 2020-2021 Autocar Legend

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : All Legend units manufactured with the suspect torque are included.

Production Dates : OCT 11, 2019 - JUL 30, 2020

VIN Range 1 : Begin : 5VCCCLEG7LC231625 End : 5VCCCLEG0MC234061 Not sequential**Description of Defect :**

Description of the Defect : The transverse torque rod mounting bolts may not be properly torqued.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the transverse torque rod mounting bolts are not properly torqued, the bolts could fail and become disconnected from the vehicle, increasing the risk of a crash, personal injury or property damage.

Description of the Cause : A manufacturing error resulted in loss of the torque verification process.

Identification of Any Warning that can Occur : Audible or felt bump when maneuvering low speed tight turns.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

June 29, 2020 During a routine inspection, Autocar service team reported missing transverse torque rod mounting bolts. An internal corrective action was created and assigned to Autocar product integrity team. Beginning July 2, 2020 through August 31, 2020 Product integrity team begins investigation and all in-house units were inspected and cleared for production and a torque verification process established. July through October, Autocar personnel were dispatched to actively investigate the matter in good faith to evaluate the situation at various customer and up-fitter locations. October 30, 2020 The investigation results are presented to Autocar management team and a decision is made to perform a voluntary safety recall.

Description of Remedy :

Description of Remedy Program : Autocar will voluntarily initiate an owner notification and recall of all affected vehicles. Autocar will distribute to owners of affected vehicles an Owner Notification Letter, which will describe the defect and provide instructions for scheduling the inspection/repair of the vehicle at no cost to the vehicle's owner. The owner letter will instruct vehicle owners who have paid to have this condition remedied prior to this campaign to seek reimbursement pursuant to Autocar's General Reimbursement Plan, on file with the agency pursuant to 49 C.F.R. 573.6(c)(8)(i) and 49 C.F.R 573.13.

How Remedy Component Differs from Recalled Component : The transverse torque rod mounting bolts will be properly torqued at no charge to the owner.

Identify How/When Recall Condition was Corrected in Production : All in-house units were quarantined and re-worked prior to release and additional torque validation added to the production process.

Recall Schedule :

Description of Recall Schedule : Dealer and owner notification will begin January 4, 2020 and end January 5, 2021.

Planned Dealer Notification Date : JAN 04, 2021 - JAN 05, 2021

Planned Owner Notification Date : JAN 04, 2021 - JAN 05, 2021

* NR - Not Reported