



# **SAFETY RECALL BULLETIN**

## **NHTSA RECALL 20V417**

**AUTOCAR, LLC SAFETY RECALL ACX-2003**

**September, 2021**

### **ATTENTION:**

Service Managers / Parts Managers.

### **SUBJECT:**

Autocar has determined that a safety issue exists with the drive shaft support cross member.

### **SAFETY RECALL INFORMATION:**

This document contains information regarding the replacement of an aluminum cross member and the installation of a under slung cross member on certain Xpeditor chassis configurations.

### **VEHICLES AFFECTED:**

There are 82 vehicles affected, manufactured after November 11, 2013. To determine if a vehicle is affected by this recall, log in to the Autocar Warranty Management System at [www.autocartruck.com](http://www.autocartruck.com). From the main menu, select "View Recalls/Service Programs" and look for the Autocar recall number above. A spreadsheet file will be accessible with the VIN list of affected vehicles. Alternatively, to determine if a single vehicle is affected, select "VIN Profile" from the main menu. In the "Chassis Number" field, enter the last six of the VIN. Once the VIN profile is displayed, scroll down to the "Recall/Service Program Information" section to determine if the recall is open.

### **REQUIRED PARTS:**

Due to design options, there are multiple vehicle specific parts kits associated with this recall repair. Your Autocar warranty professional will determine the exact parts required for your vehicle.

### **TO OBTAIN PARTS:**

#### **DO NOT submit a Solutions ticket.**

Ensure that you have authorization from the customer to perform this work, and send an e-mail to: [warranty@autocartruck.com](mailto:warranty@autocartruck.com) and include the following:

VIN(s) or last 6 digits of VIN(s)

'Attention To' name

'Ship To' address

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### CLAIMS FOR REIMBURSEMENT:

Submit a claim for reimbursement in accordance with Autocar's Warranty Administration Manual.

Labor Operation Code Number	Time Allowance SRT	Description
71401-0-32	20 HR	Underslung Crossmember