

Part 573 Safety Recall Report

21V-456

Manufacturer Name : Terex Advance Mixer, Inc.**Submission Date :** AUG 12, 2021**NHTSA Recall No. :** 21V-456**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Terex Advance Mixer, Inc.

Number of potentially involved : 188

Address : 7727 Freedom Way
Fort Wayne IN 46818

Estimated percentage with defect : 2 %

Company phone : 999

Vehicle Information :

Vehicle 1 : 2021-2021 Front Discharge Mixer Commanders & Chargers

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : The shaft key for the chute swing motor was not installed properly.

Production Dates : FEB 22, 2021 - MAY 05, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : It was found that a specific operator was not installing the set screw on the chute swing gear boxbox output shaft. This could lead to the keyway falling out. This will allow the chutes to swing freely.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : It has come to our attention that on some trucks built between February 22, 2021 and May 5, 2021 the keyway which prevents the swing drive gearbox output shaft from rotating within the drive sprocket has become dislodged and fallen out of the assembly.

The result of this condition is two-fold:

- The first noticeable indication may be that the swing function of the chutes either fails to operate or operates sporadically.
- The second condition is when a truck is positioned on an incline with the chutes extended, the chutes may swing from their stationary position toward the downslope direction.

While the first presents a functional issue, it is the second condition that we are most concerned with that presents a potential safety hazard. An unrestrained chute PRESENTS AN IMPACT OR CRUSHING HAZARD WHICH MAY RESULT IN INJURY to anyone working within the swing zone. Potentially it also could result in property damage or damage to the concrete mixer.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : keyway & set screw

Component Description : ☐ The keyway is .375 x .375 x 2.25 carbon steel keyway. ☐ The set screw is a 5/16 cup point set screw

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

* On 6/10/2021 a report was received of a chute on a vehicle that did not respond to commands to turn clockwise or counterclockwise.

* On 6/11/2021 it was discovered that the keyway of the chute swing motor was missing in the vehicle in the field.

* On 6/12/2021 an investigation was launched to review the internal process and examine additional vehicles on site and in the field.

* On 6/17/2021 it was determined that a particular operator on the assembly line was not consistently performing the necessary process to install and tighten the keyway of the chute swing motor.

* On 6/21/2021 a 573 defect report was filed to declare a safety recall.

Description of Remedy :

Description of Remedy Program : All customers that could possibly be impacted by this issue will be contacted and provided inspection instructions to determine if their vehicle is impacted by this issue. If it is parts and any labor costs associated with the remedy of the condition will be reimbursed to the customer.

How Remedy Component Differs from Recalled Component : The components are the same. The parts just need to be properly installed.

Identify How/When Recall Condition was Corrected in Production : Process engineering got with the department involved and provided awareness training on the proper procedure for keyway installation.

Recall Schedule :

Description of Recall Schedule : Impacted customers were notified, by way of our sales team, starting on 6/25/2021 of the issue and remedy. A customer recall letter will be developed and mailed at a later time.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : JUN 25, 2021 - AUG 20, 2021

* NR - Not Reported