

# Part 573 Safety Recall Report

## 21V-572

**Manufacturer Name :** Shyft Group**Submission Date :** AUG 23, 2021**NHTSA Recall No. :** 21V-572**Manufacturer Recall No. :** 21-19**Manufacturer Information :**

Manufacturer Name : Shyft Group

Address : 1541 Reynolds Road  
Charlotte MI 48813

Company phone : 517-543-6400

**Population :**

Number of potentially involved : 4,885

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2021 Utilmaster Walk-In Vans

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Vehicles subject to this recall are Ford Transits that have been altered by Shyft. Beginning with the 2020 model year, the vans were received at our Kansas City upfit facility without rear bumpers. Utilmaster installs the rear, shock mount bumper using fasteners from it's own supplier.

Production Dates : DEC 30, 2019 - AUG 04, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : The fasteners that attached the shock mount to the underside of the vehicle frame may fail. If the fasteners fail, the shock mount bracket may fatigue and break causing the bumper to fall.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the shock mount bracket breaks, when a person utilizes the bumper for a step, the bumper could fall increasing the risk of injury.

Description of the Cause : The cause is still being investigated.

Identification of Any Warning that can Occur : The fasteners may break without warning.

**Involved Components :**

Component Name 1 : Fastener

Component Description : Shock mount bumper, tri-lobal, case hardened fastener

Component Part Number : 11602385

### Supplier Identification :

#### Component Manufacturer

Name : Endries International

Address : 11436 Lower Bottom Rd.

St. Louis Missouri 65076

Country : United States

### Chronology :

On July 9, 2021, Utilimaster received a complaint involving a bumper falling from a single vehicle. On July 13, an associate traveled to the vehicle's location to inspect the vehicle and found the shock mount bumper mounting fasteners had failed on the subject vehicle and the mounting bracket had also failed. Between July 13 and July 19, an inspection of 15 vehicles was conducted and broken fasteners were identified. These fasteners and certain shock bumper mounting brackets were to be returned to Uilimaster. On July 23, 2021, the fasteners and shock bumper mounting brackets were reviewed. On July 27, 2021, Shyft determined that a safety related defect could exist in the vehicles subject to this population. As Shyft continued to investigate this issue, on 8/4/2021 Shyft discovered that not all VIN's were identified as the information was only being pulled from one data base rather than two. A stop ship was issued and work began to ensure all vehicles were captured. This was confirmed on 8/6/2021. This resulted in an increase in the affected population.

### Description of Remedy :

Description of Remedy Program : At this time, the remedy is not yet known. An interim notification will be issued with a target for a remedy to be available in mid-September 2021 at which time a second notification will be sent. The vehicles subject to this condition are still within their warranty period and any failures would be covered under the normal written warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : New fasteners and a controlled torque method were implemented on July 16, 2021

**Recall Schedule :**

Description of Recall Schedule : Utilimaster nor Shyft have a dealer network for these vehicles.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : AUG 03, 2021 - AUG 04, 2021

\* NR - Not Reported