

Part 573 Safety Recall Report

21V-589

Manufacturer Name : Shyft Group

Submission Date : AUG 26, 2021

NHTSA Recall No. : 21V-589

Manufacturer Recall No. : 21-13



Manufacturer Information :

Manufacturer Name : Shyft Group

Address : 1541 Reynolds Road
Charlotte MI 48813

Company phone : 517-543-6400

Population :

Number of potentially involved : 2,727

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2018-2022 Spartan RV Chassis K1, K2, K3 and K4

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The basis for this recall was determined by using part numbers for the instrument cluster supplied by Valid. Part numbers are as follows:

2059-NN1-001

2059-NN1-002

2059-NN1-003

2059-NN1-004

2059-NN1-005

2059-NN1-006

2060-NN1-001

2060-NN1-002

2060-NN1-003

2060-NN1-004

2060-NN1-005

2060-NN1-006

2060-NN1-007

2060-NN1-008

2060-NN1-009

2060-NN1-010

2060-NN1-011

2060-NN1-012

2060-NN1-013

2060-NN1-014

2060-NN1-015

2060-NN1-016

2061-NN1-001

2061-NN1-002

2061-NN1-003

2061-NN1-004

2061-NN1-005

2061-NN1-006

2061-NN1-007

2061-NN1-008

2061-NN1-009

2077-NN1-001

2077-NN1-002

2077-NN1-003

2077-NN1-004

2077-NN1-005

2077-NN1-006

2077-NN1-008

2078-NN1-001

2078-NN1-002

2078-NN1-003

2078-NN1-004

2078-NN1-005

2078-NN1-006

2078-NN1-007

Description of Defect :

Description of the Defect : Under certain conditions, the instrument cluster may intermittently go blank for a brief period of time while the vehicle is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Without the instrument cluster displaying important information such as the vehicle's speed, there may be an increased risk of a crash.

Description of the Cause : The temperature in the area where the control module is mounted may exceed the programmed temperature setting of the control module due to closely routed defrost and defog duct work not being fully attached to the louvers.

Identification of Any Warning that can Occur : Gauge data or indicators may appear to be delayed or slow to update prior to the instrument cluster may going blank.

Involved Components :

Component Name 1 : Instrument cluster

Component Description : Cluster showing speedometer, tell tales, and gauges

Component Part Number : See descriptive information

Supplier Identification :**Component Manufacturer**

Name : Valid Manufacturing

Address : 5320 B 48th Avenue S.E.
Salmon Arm Foreign States V1E 1X2

Country : Canada

Chronology :

On, or near, February 22, 2021, Shyft began investigating complaints involving the instrument cluster intermittently going blank. Between that time and late April, engineers from Shyft, along with engineers from Valid, conducted various levels of testing. Between May and June, the condition to cause the failure mode was identified and a review of Valid's DFMEA was conducted. All part numbers were being identified and a population of VIN's being identified. During a July 15th meeting, the population was reviewed with Valid as well as past precedence information. On July 22, 2021, Shyft determined that a safety related defect may exist

in the identified vehicles.

Description of Remedy :

Description of Remedy Program : The instrument cluster control module will be reprogrammed with a higher temperature setting and the defrost and defog duct work will be secured to the louver(s). Additionally, the duct work will be moved as far back as possible from the control module. Vehicles that have exhibited this condition have been within their warranty period.

How Remedy Component Differs from Recalled Component : The remedied component will have a different software version that is visible on the information screen.

Identify How/When Recall Condition was Corrected in Production : The instrument cluster software was changed for chassis on, or near, June 11, 2021.

Recall Schedule :

Description of Recall Schedule : Spartan RV Chassis does not have a dealer network for the chassis and will rely on the affected final stage manufacturers to notify their dealers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : AUG 30, 2021 - AUG 31, 2021

* NR - Not Reported