



Complete Chronology
ACX-2005/ACX-2107

November 26, 2021

On or about February 5, 2020, Autocar received information regarding two CNG units and one diesel unit for certain vehicles that were custom built for one customer. The information provided indicated potential concerns in connection with a lack of acceleration. An internal corrective action was initiated to analyze the alleged condition.

On or about February 6, 2020, additional information was added to the corrective action to additionally evaluate the sales order group of 48 units to the one customer, and Autocar's field service team proceeded with its investigation.

On or about February 12, 2020, the Autocar field service team preliminarily identified that the "Vehicle Accelerator Management" parameter was unexpectedly enabled on the diesel unit, and Autocar tentatively identified that the parameter had not been enabled by Autocar prior to first sale to the customer. When this feature was disabled, the reported concern was eliminated, and the customer returned the vehicle to service. Further analysis in or about mid-March 2020 confirmed Autocar's February 2020 preliminary view that the accelerator management parameter was not enabled by Autocar. As a result, Autocar reasonably determined that this was an isolated incident. Autocar subsequently moved the diesel unit matter to a separate corrective action, and closed it as resolved.

Between late March 2020 and June 2020, the COVID-19 global pandemic restricted Autocar's reasonable ability to conduct its normal investigative process, including travel restrictions, mandatory shelter in place orders, and related government ordered restrictions. Despite these government ordered restrictions, Autocar was in full communication with the customer, and in good faith, Autocar did not reasonably assess the reported condition as an unreasonable risk to safety.

On or about June 25, 2020, Autocar was contacted by NHTSA requesting a discussion regarding certain customer complaints reported to the agency. On July 1, 2020, Autocar held a telephone discussion with NHTSA regarding customer complaints and Autocar's analysis of the matter to date. Following a good faith discussion with the agency, and upon further analysis, Autocar increased the total suspect population to 78. Autocar actively communicated and cooperated with NHTSA in July and August 2020, during which time Autocar continued to reasonably assess the reported condition for its potential safety risk. With COVID-19 government ordered restrictions somewhat relaxed, in July 2020, Autocar field service team participated in ride along monitoring with the customer and obtained data from the engine ECM while the reported concern was active. In late July and early August 2020, Autocar analyzed the collected customer data whilst NHTSA and Autocar continued to have cooperation and communication about the subject issues. On August 17, 2020, Autocar decided to perform a voluntary safety recall. Update for ACX-2107: November 18, 2021 Autocar Identified an additional 16 units that could be subject to the original recall and out of an abundance of caution decided to perform a voluntary safety recall for all 16 additional units.