

Part 573 Safety Recall Report

22V-590

Manufacturer Name : Pierce Manufacturing**Submission Date :** AUG 05, 2022**NHTSA Recall No. :** 22V-590**Manufacturer Recall No. :** 74B321**Manufacturer Information :**

Manufacturer Name : Pierce Manufacturing

Address : 2600 American Drive
P.O. BOX 2017 Appleton WI
54912-2017

Company phone : 920-832-3000

Population :

Number of potentially involved : 529

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2021-2022 Pierce Velocity, Impel, Enforcer, Arrow XT, Quantum, Dash CF

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : According to the recall report 22E-047 submitted by RH Sheppard, "a small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted."

Production Dates : AUG 10, 2021 - JUL 19, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Per the recall report submitted by RH Sheppard "Steering gear was assembled with fewer than the required number of recirculating balls which can lead to a fracture in the steering gear worm-shaft and loss of vehicle steering."

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Per the recall report submitted by RH Sheppard "a steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases, the balls may align on the same side of the gear's worm-shaft and concentrated loads may cause the gear's internal parts to fracture resulting in loss of vehicle steering. Loss of steering increases the likelihood of a crash." Pierce is not aware of any

crashes or incidents potentially related to this issue.

Description of the Cause : NR

Identification of Any Warning that can Occur : Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : RH Sheppard Co. Inc.

Address : 101 Philadelphia Street
P.O. Box 877 Hanover Pennsylvania 17331

Country : United States

Chronology :

In late July 2022, Pierce received a notification from RH Sheppard stating that it had decided that certain steering gears supplied to Pierce may contain a safety-related defect. Pierce began to investigate the issue internally. On August 3, 2022, NHTSA staff sent a communication to Pierce inquiring as to the status of Pierce's decision to conduct a recall of vehicles equipped with steering gears affected by the RH Sheppard recall. NHTSA's communication referred to a communication that the agency sent to Pierce in July, however, to Pierce's knowledge, no such communication was received. NHTSA confirmed to Pierce on August 4, 2022 that Pierce was inadvertently excluded from that July communication. On August 5, 2022, Pierce determined that it would conduct a recall of vehicles that contained the affected steering gears. Pierce's investigation of the affected vehicle population continues, and it may amend its report as needed.

Description of Remedy :

Description of Remedy Program : RH Sheppard will provide remedy instructions for (1) Identifying the serial number on the steering gear (2) Inspecting the serial number in order to classify it as "good", "suspect", or "not found" and (removing and replacing the suspect gear. RH Shepard will cover the labor cost involved in the inspection of gears which classify as "good". RH Shepard will cover labor cost involved for serial number inspection, gear removal, and replacement for gears which classify as "suspect". If a gear is classified as "not found" then RH Shepard will require the individual conducting the inspection to contact the Sheppard Steering Gear Recall Product Action Center.

How Remedy Component Differs from Recalled Component : The remedied component will have the correct number of recirculating balls.

Identify How/When Recall Condition was Corrected in Production : Pierce stopped using suspect gears on June 24, 2022.

Recall Schedule :

Description of Recall Schedule : Notifications to customers will be made via a customer letter. The 577 customer letter will be mailed pending NHTSA approval.

Planned Dealer Notification Date : SEP 30, 2022 - SEP 30, 2022

Planned Owner Notification Date : SEP 30, 2022 - SEP 30, 2022

* NR - Not Reported