

Part 573 Safety Recall Report

23V-316

Manufacturer Name : Custom Fire Apparatus, Inc.

Submission Date : APR 24, 2024

NHTSA Recall No. : 23V-316

Manufacturer Recall No. : 23V156



Manufacturer Information :

Manufacturer Name : Custom Fire Apparatus, Inc.

Address : 509 68th Ave

Osceola WI 54020

Company phone : 294-2555

Population :

Number of potentially involved : 2

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 Allison 3000 and 4000 EVS Series Transmission

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : We were notified by Spartan Fire Chassis that some transmissions in chassis that were manufactured by them and sold to us were affected by a 4th gear lockup. We have 2 affected chassis.

Production Dates : JAN 01, 2021 - FEB 01, 2023

VIN Range 1 : Begin : 4S9CU2D94PC560463 **End :** 4S9CU2D9XPC560399 **Not sequential**

Description of Defect :

Description of the Defect : 6th generation controls software levels could fail to perform 4th gear transmission lockup in pump mode after exiting reverse gear.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If 4th gear transmission locks up is not achieved the vehicle could start moving unexpectedly, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : If the truck operator goes through the pump shift procedure and does not get 4-4 displayed then 4th gear lockup was not achieved and range inhibit will display.

Involved Components :

Component Name 1 : TCM Component

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Allison Transmission

Address : One Allison Way
Indianapolis Indiana 46222

Country : United States

Chronology :

Spartan notified Custom Fire Apparatus on April 27, 2023

We began notifying customers May 2, 2023

No Warrantee Claims

Description of Remedy :

Description of Remedy Program : STEP BY STEP INSTRUCTIONS:

- 1) Perform test of pump shift sequence to determine if unit is affected.
 1. With park brake off, put the transmission in reverse and back up several feet.
 2. Shift transmission in neutral.
 3. Set park brake.
 4. Go through pump shift procedure.
 - a. Shift pump shifter from road to pump mode.
 - b. Look for Pump Engaged light.
 - c. Once pump engaged light comes on, shift transmission to drive (D).
At this point, the shifter should be displaying 4- 4, indicating 4th gear lock up is achieved.
- 2) If it operates as noted above, the truck is operating correctly and requires no further action.
Please contact Spartan Fire LLC at 1-800-867-6478 to notify us that the truck is operating correctly.
- 3) If it is displaying 5,1 or range inhibit on the dash, then 4th gear lock up was not achieved and the Allison TCM will need to have the software updated by the local Allison distributor.
- 4) Use the webpage below to locate your local authorized Allison distributor to schedule the software update. <https://allisontransmission.com/sales-service-locator>.
Owners may be eligible for reimbursement for repairs made prior to notice.

How Remedy Component Differs from Recalled Component : Programming

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : MAY 04, 2023 - MAY 10, 2023

Planned Owner Notification Date : NR - NR

* NR - Not Reported