

# Part 573 Safety Recall Report

# 23V-354

**Manufacturer Name :** Terminal Investment Corporation

**Submission Date :** JUN 05, 2024

**NHTSA Recall No. :** 23V-354

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Terminal Investment Corporation

**Address :** 66 Cypress Ridge Dr.

Ridgeland SC 29936

**Company phone :** 5368139

## Population :

**Number of potentially involved :** 570

**Estimated percentage with defect :** 3 %

## Vehicle Information :

**Vehicle 1 :** 2022-2023 TICO Spotter B 6.7 2021

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Based on Sheppard production dates, possible affected units were identified after reviewing FIFO and production laydown dates.

**Production Dates :** JUL 01, 2021 - JUN 30, 2022

**VIN Range 1 : Begin :** 1T9TSTA83MR825586 **End :** 1T9TSTA86NR825535  Not sequential

## Description of Defect :

**Description of the Defect :** 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 :** 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

**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 : Steering Gear

Component Description : HD Steering Gear for trucks

Component Part Number : 23986581, 21129326, 23851030, 23851036, 23851046, 23851032, 23056973, 24008407, 23851052, 22396595,

## Supplier Identification :

### Component Manufacturer

Name : R.H SHEPPARD CO., INC.

Address : 101 Philadelphia Street  
P.O. Box 877 Hanover Pennsylvania 17331-0877

Country : United States

## Chronology :

TICO received a recall notice from RH Sheppard on the 6th of June 2022 stating that there were affected steering gear units they provided and a description of the condition. The quality and Warranty departments had agreed that there were affected units in TICO products, and it was a safety concern. TICO tractors were deemed compliant in reporting, and a recall was to be issued in support of safety concerns.

## Description of Remedy :

Description of Remedy Program : TICO is requiring vehicles built within the TICO identified affected date range to be inspected for the Sheppard issue serial number. Once this serial number is given to TICO, via EDGE, we will cross reference with Sheppard and verify if it is an affected gear. If the steering gear falls under the recall, Sheppard and TICO will provide a new replacement gear at no cost to UPS. If the steering gear is not an affected serialized number, no further action is required. See the following Sheppard Identification Guideline for instructions on finding and recording the serial number. \*\*If during the campaign, we identify the 16 units requiring gear replacement before all trucks have been inspected, you will receive a notice that the campaign has ended. \*\*

How Remedy Component Differs from Recalled Component : New gear serial number which is traceable through the Sheppard website

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

**Recall Schedule :**

Description of Recall Schedule : TICO is using a multi-tiered approach. 1. Issuance of Recall notice letter. 2. Recall notice posted to TICO knowledge system which is searchable by unit number and is required to be reviewed during all service events at our Dealer. 3. Ongoing TEAM's meetings with all TICO major "fleet" owners. Note: The above steps are in addition to the previous notifications and actions taken in 2023 per original communications plan

Planned Dealer Notification Date : JUN 13, 2024 - JUN 21, 2024

Planned Owner Notification Date : JUN 13, 2024 - JUN 21, 2024

\* NR - Not Reported