

Part 573 Safety Recall Report

23V-373

Manufacturer Name : Autocar, LLC**Submission Date :** MAY 25, 2023**NHTSA Recall No. :** 23V-373**Manufacturer Recall No. :** ACX-2306**Manufacturer Information :**

Manufacturer Name : Autocar, LLC

Address : 551 S WASHINGTON STREET
HAGERSTOWN IN 47346

Company phone : 7654895499

Population :

Number of potentially involved : 557

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2023 Autocar Xpeditor (ACX)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : All ACX (Xpeditor) units manufactured at Center Point Alabama and equipped with a right-side stand-up door are included.

Production Dates : NOV 25, 2020 - MAR 21, 2023

VIN Range 1 : Begin : 5VCA3SAF7MC234735 End : 5VCACSAFXPC240923 ☐ Not sequential**Description of Defect :**

Description of the Defect : The right-side stand-up door latch may be improperly assembled.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the right-side stand-up door latch is improperly assembled, the door may open during operation without warning, increasing the risk of a crash.

Description of the Cause : An Autocar manufacturing error resulted in the door latch assembly error.

Identification of Any Warning that can Occur : The right-side stand-up door may not close or stay closed.

Involved Components :

Component Name 1 : Autocar Door Latch

Component Description : Autocar Door Latch Rod

Component Part Number : A5020082-001

Component Name 2 : Autocar Door Latch

Component Description : Autocar Door Latch Pawl

Component Part Number : A5020089-001

Supplier Identification :

Component Manufacturer

Name : Autocar LLC

Address : 551 S Washington St
Hagerstown Indiana 47346

Country : United States

Chronology :

January 26, 2023, Autocar personnel identified a right-side stand-up door opened during transit and began investigation. February 1 through February 3, 2023, Investigation reassigned internally for production and research. February 20 through February 22, 2023, Autocar personnel inspected multiple vehicles to determine potential causes and determined the door latch was assembled incorrectly. February 24, 2023, Retrained Autocar assembly team. A stop ship issued to repair all units at Autocar and establish a clean point for production. March 2, 2023, Autocar field inspections identified additional units assembled incorrectly and repaired. May 18, 2023, All relevant information was presented to Autocar management team and out of an abundance of caution Autocar decides to perform a voluntary Safety Recall. We have no known complaints or claims.

Description of Remedy :

Description of Remedy Program : The right-side stand-up door will be properly assembled at no charge. Autocar will voluntarily initiate an owner notification and recall of all affected vehicles. Autocar will distribute to owners of affected vehicles an Owner Notification Letter, which will describe the defect and provide instructions for scheduling the inspection/repair of the vehicle at no cost to the vehicle's owner. The owner letter will instruct vehicle owners who have paid to have this condition remedied prior to this campaign to seek reimbursement pursuant to Autocar's General Reimbursement Plan, on file with the agency pursuant to 49 C.F.R. 573.6(c)(8)(i) and 49 C.F.R 573.13

How Remedy Component Differs from Recalled Component : The right-side stand-up door will be properly assembled at no charge.

Identify How/When Recall Condition was Corrected in Production : February 24, 2023, Retrained Autocar assembly team. A stop ship issued to repair all units at Autocar and establish a clean point for production.

Recall Schedule :

Description of Recall Schedule : Dealer and owner notifications will begin July 21, 2023, and end July 24, 2023.

Planned Dealer Notification Date : JUL 21, 2023 - JUL 24, 2023

Planned Owner Notification Date : JUL 21, 2023 - JUL 24, 2023

* NR - Not Reported