

Part 573 Safety Recall Report

23V-656

Manufacturer Name : Autocar, LLC**Submission Date :** SEP 29, 2023**NHTSA Recall No. :** 23V-656**Manufacturer Recall No. :** ACX-2310**Manufacturer Information :**

Manufacturer Name : Autocar, LLC

Address : 551 S WASHINGTON STREET
HAGERSTOWN IN 47346

Company phone : 7654895499

Population :

Number of potentially involved : 1,131

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2022-2023 Autocar ACX (Xpeditor)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : All ACX (Xpeditor) vehicles manufactured within the suspect date range are included.

Production Dates : MAR 11, 2022 - JUN 27, 2023

VIN Range 1 : Begin : 5VCACRAF8NC238058 End : 5VCCCLEH7PC245684 Not sequential**Description of Defect :**

Description of the Defect : The steering column shaft pinch bolt may not be properly secured.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the steering column shaft pinch bolt is not properly secured, it could come into contact with cab components and cause the steering to bind, resulting in a sudden loss of steering, increasing the risk of a crash.

Description of the Cause : A manufacturing error resulted in the steering column shaft pinch bolt installation error.

Identification of Any Warning that can Occur : Looseness, binding or and/or bumping during turning.

Involved Components :

Component Name 1 : Autocar Steering Column Shaft Pinch Bolt

Component Description : Autocar Steering Column Shaft Pinch Bolt

Component Part Number : Autocar Steering Column Shaft Pinch Bolt

Supplier Identification :

Component Manufacturer

Name : Autocar LLC

Address : 551 S Washington St
Hagerstown Indiana 47346

Country : United States

Chronology :

June 5, 2023, during an internal audit, it was determined that a steering column pinch bolt was not properly secured, and an internal investigation was initiated. June 27, 2023, through August 31, 2023, Autocar inspected 176 additional units and zero defects were found. September 21, 2023, the information was presented to Autocar's management team and out of an abundance of caution, Autocar decided to perform a voluntary safety recall for all affected units.

Description of Remedy :

Description of Remedy Program : The steering column shaft pinch bolts will be replaced at no charge to the owner. 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 steering column shaft pinch bolts will be replaced and secured at no charge to the owner.

Identify How/When Recall Condition was Corrected in Production : An internal investigation was initiated June 27, 2023, additional internal training was performed, and a clean point established for production.

Recall Schedule :

Description of Recall Schedule : Dealer and customer notification will begin November 24, 2023, and end November 27, 2023.

Planned Dealer Notification Date : NOV 24, 2023 - NOV 27, 2023

Planned Owner Notification Date : NOV 24, 2023 - NOV 27, 2023

* NR - Not Reported