

Part 573 Safety Recall Report

24E-008

Manufacturer Name : JTEKT

Submission Date : FEB 14, 2024

NHTSA Recall No. : 24E-008

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : JTEKT

Address : 56 Excellence Way
Vonore TN 37885

Company phone : 4236189526

Population :

Number of potentially involved : 423

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : JTEKT

Model : Electronic Power Steering

Part No. : 53600-THR-A072-M1

Size : NR

Function : Steering

Descriptive Information : The recall population was determined by using traceability data. These units may have bolts that were not properly tightened. The number of suspect units for this part number is n=190

Production Dates : AUG 11, 2023 - SEP 22, 2023

Brand / Trade 2 : JTEKT

Model : Electronic Power Steering

Part No. : 53600-TJB-A212-M1

Size : NR

Function : Steering

Descriptive Information : The recall population was determined by using traceability data. These units may have bolts that were not properly tightened. The number of suspect units for this part number is n=26

Production Dates : SEP 20, 2023 - SEP 22, 2023

Brand / Trade 3 : JTEKT

Model : Electronic Power Steering

Part No. : 49001 6CA5A

Size : NR

Function : Steering

Descriptive Information : The recall population was determined by using traceability data. These units may have bolts that were not properly tightened. The number of suspect units for this part number is n=5

Production Dates : SEP 20, 2023 - SEP 22, 2023

Brand / Trade 4 : JTEKT

Model : Electronic Power Steering

Part No. : 49001 6CA6A

Size : NR

Function : Steering

Descriptive Information : The recall population was determined by using traceability data. These units may have bolts that were not properly tightened. The number of suspect units for this part number is n=1

Production Dates : SEP 20, 2023 - SEP 22, 2023

Brand / Trade 5 : JTEKT

Model : Electronic Power Steering

Part No. : 5A65AFX.02

Size : NR

Function : Steering

Descriptive Information : The recall population was determined by using traceability data. These units may have bolts that were not properly tightened. The number of suspect units for this part number is n=184.

Production Dates : AUG 11, 2023 - SEP 22, 2023

Brand / Trade 6 : JTEKT

Model : Electronic Power Steering

Part No. : 5A7C666.02

Size : NR

Function : Steering

Descriptive Information : The recall population was determined by using traceability data. These units may have bolts that were not properly tightened. The number of suspect units for this part number is n=17

Production Dates : AUG 11, 2023 - SEP 22, 2023

Description of Defect :

Description of the Defect : On affected steering units, one or more of the bolts connecting the Electronic Power Steering Unit to the steering rack may not have been tightened properly.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, repeated vibrations caused by turning the steering wheel may cause the bolts to loosen, which could affect the connection between the EPS unit and the steering rack. If this connection becomes loose, it can lead to the steering gear locking up and a loss of steering control, increasing the risk of a crash.

Description of the Cause : Unauthorized parameter change of torque equipment.

Identification of Any Warning that can Occur : Abnormal noise

Involved Components :

Component Name : Electronic Power Steering

Component Description : Assists the vehicle steering and located between the steering wheel and front tires

Component Part Number : Part numbers listed above

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On 8/11/2023, the tightening process was modified creating the potential for improper tightened bolts. On 9/17/2023, a part was produced with this issue. On 9/22/2023, the process was changed back to the original tool and settings. On 10/17/2023, the OEM provided the first complaint related to this issue. From 10/17/23 - 11/10/2023, the issue was investigated and product tested with each affected OEM notified about this issue. On 11/15/2023, the first OEM issued the announcement. In the middle of December 2023, the second OEM issued the announcement.

Description of Remedy :

Description of Remedy Program : Replace the steering gear. The management of the recall process including completion rates and schedules is being handled by the respective OEM's. Likewise, the OEM's will compensate their dealer network for any work performed. JTEKT is furnishing replacement parts at our cost and will reimburse OEM's for certain expenses they incur at agreed upon rates.

How Remedy Component Differs from Recalled Component : Replacement part is confirmed to have proper bolt tightening.

Identify How/When Recall Condition was Corrected in Production : Changed the tightening tool and parameters back to original settings on 9/22/2023.

Recall Schedule :

Description of Recall Schedule : Please refer to OEM manufacturer, each has different procedure. JTEKT does not have dealers or distributors. Replacement parts are available to send to OEM's.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : BMW
Address : 1400 SC-101
Greer SC 29651

Country : US
Company Phone : 8649052459

Name : Nissan
Address : 300 Nissan Dr.
Canton MS 39046

Country : US
Company Phone : 6153552412

Name : Honda
Address : 351-835 Colvin Rd.
Lincoln AL 35096

Country : US
Company Phone : 2055050475

Name : Honda
Address : 24000 Honda Pkwy.
Marysville OH 43040

Country : US
Company Phone : 2057533084

* NR - Not Reported