

Part 573 Safety Recall Report

24V-080

Manufacturer Name : Autocar, LLC**Submission Date :** FEB 07, 2024**NHTSA Recall No. :** 24V-080**Manufacturer Recall No. :** ACX-2401 ACTT-2401**Manufacturer Information :****Population :**

Manufacturer Name : Autocar, LLC

Number of potentially involved : 36

Address : 551 S WASHINGTON STREET
HAGERSTOWN IN 47346

Estimated percentage with defect : 11 %

Company phone : 7654895499

Vehicle Information :

Vehicle 1 : 2023-2023 Autocar ACX (Xpeditor)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : One ACX (Xpeditor) was identified by steering gear serial number.

Production Dates : OCT 31, 2023 - OCT 31, 2023

VIN Range 1 : Begin : 5VCACREF3PC242483 End : 5VCACREF3PC242483 ☐ Not sequential

Vehicle 2 : 2023-2023 Autocar ACTT (Xspotter)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : All ACTT (Xspotter) vehicles manufactured within the suspect timeline with the suspect steering gear part numbers/serial numbers as well as undefined serial numbers are included.

Production Dates : FEB 08, 2023 - JUL 19, 2023

VIN Range 1 : Begin : 5V4H4LF20PH240631 End : 5V4H4LF21PH244882 ☒ Not sequential**Description of Defect :**

Description of the Defect : Per Bendix/RH Sheppard 23E094 (attached): 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 : Per Bendix/RH Sheppard 23E094: A steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In

Description of the Cause :	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.
	Per Bendix/RH Sheppard 23E094: An error of the steering gear recirculating ball insertion process occurred during assembly. A gap in the rework process allowed for potentially less than the required number of balls to be installed into the gear without detection.
Identification of Any Warning that can Occur :	Per Bendix/RH Sheppard 23E094: 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 : Sheppard Steering Gear
Component Part Number : M100PVB31

Component Name 2 : Steering Gear
Component Description : Sheppard Steering Gear
Component Part Number : M100PVC3

Supplier Identification :

Component Manufacturer

Name : Bendix Commercial Vehicle Systems
Address : 35500 Chester Rd
Avon Ohio 44011
Country : United States

Chronology :

Per Bendix/RH Sheppard 23E094: Nov 2022: Improved ball drop stations released to production with visual inspection remaining in place. March 2023: visual inspection eliminated after 6 months of overlap with permanent process controls. Nov 27, 2023: a gear built on Nov 19, 2023, failed the final test stand was disassembled for analysis. During the tear-down, it was found that the gear did not have the required number of balls installed. The gear had not left the manufacturing plant. Nov 27, 2023: Containment was put in place:

Re-implementation of visual inspection. Nov 28, 2023: Sheppard initiates a quality investigation to collect facts. Quality alert is created with segregating gears in-house for analysis. Tear-down and manual inspection performed. No other gears are found to be defective. Nov 29, 2023: A safety risk assessment team is created to evaluate if other gears may have been assembled and been shipped to customers containing the defect. Dec 4, 2023: The Sheppard product safety committee (PSC) is updated on initial investigation of manufacturing records, warranty returns, customer returns. No cases with the reported defect had been reported from the field. Dec 11, 2023: The Sheppard product safety committee is updated. Manufacturing data indicates that a gap in the rework process logic existed. The gap may have allowed some gears that had been reworked to pass without certainty of containing the correct number of recirculating balls. The PSC out of abundance of caution determined that 274 specific gears should be recalled. December 20, 2023, Autocar was notified by Bendix regarding the potential safety risk and an internal investigation began in an effort to identify any vehicles and or inventory that may be compromised. February 1, 2024, the investigation was completed, suspect population was determined, and the information presented to Autocar's management team. Out of an abundance of caution Autocar decided to perform a voluntary Safety Recall.

Description of Remedy :

Description of Remedy Program :	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 :	Per Bendix/Sheppard 23E094: The steering gear will be inspected and if found to be suspect serial numbers, the steering gear will be replaced at no charge to the owner.
Identify How/When Recall Condition was Corrected in Production :	Per Bendix 23V094: The gap in the manufacturing control logic was corrected for the reworked gears. Additional inspection steps are added to confirm that any rework certainly contained the corrected number of recirculating balls. December 2023 -January 2024 Autocar inspected inventory to determine a clean point for production.

Recall Schedule :

Description of Recall Schedule :	Per Sheppard/Bendix 23E094: Dealer and customer notifications are scheduled for February 17, 2024. Autocar will verify the schedule and if necessary, perform customer and dealer notifications beginning April 4, 2024, and ending April 5, 2024.
Planned Dealer Notification Date :	APR 04, 2024 - APR 05, 2024
Planned Owner Notification Date :	APR 04, 2024 - APR 05, 2024

* NR - Not Reported