

Part 573 Safety Recall Report

24V-545

Manufacturer Name : Capacity of Texas

Submission Date : AUG 20, 2024

NHTSA Recall No. : 24V-545

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Capacity of Texas

Address : 401 Capacity Drive

Longview TX 75604

Company phone : 999

Population :

Number of potentially involved : 865

Estimated percentage with defect : 32 %

Vehicle Information :

Vehicle 1 : 2023-2023 TJ 5000,6500,9000

Vehicle Type : LOW VOLUME VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : All vehicles affected by this pass-through recall have the components mentioned in Sheppard's recall 23E-094

Production Dates : MAR 01, 2023 - NOV 17, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly processes were instituted.

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 : An anomaly in the steering gear recirculating ball insertion operation occurred during assembly. Subsequent rework processes and inspections did not detect the missing recirculating balls.

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 : M100

Component Description : Steering gear

Component Part Number : 137300

Supplier Identification :

Component Manufacturer

Name : R.H. Sheppard Co., Inc.

Address : 101 Philadelphia Street
Hanover Pennsylvania 17331

Country : United States

Chronology :

2/8/22-Sheppard warranty lab receives a gear built 8/20/2021 with failed worm-shaft. 2/9/22 - warranty lab inspection/disassembly indicates fracture of the worm-shaft and less than the required number of recirculating balls. 2/10/22-plant stops production. Additional inspections and process verification put in place. Clean point is established. Material on hand is inspected and confirmed defect free. Production resumes. (2/10/22 - 5/13/22): review of all warranty from 2015-present indicated no similar failure ever received. engineering tests are performed to understand and to reproduce failure mode. 3/10/2022 - Sheppard contacted vehicle driver for description of event and confirmed no accident or injury, low speed and while backing up. 4/12/22 - Sheppard receives a second gear at incoming shipping facility. 5/5/22- Sheppard warranty lab receives/inspects/disassembles the second gear built on 6/26/21 with failed worm-shaft and less than the required number of recirculating balls. 5/6/22- The Product Integrity Committee meets for update on the product investigation. 5/13/22 - The Product Integrity Committee meets and recommends submission of a defect report 573. 7/18/22 - REV Group was notified on Sheppard's recall 22E-047 and began gathering the necessary information and approval to conduct a pass-through recall. 7/26/22 - REV Group informed Capacity to proceed with filing the Recall.

2/27/2024 - NHTSA reached out to Capacity about Sheppard's new recall 23E-094 and an investigation was initiated to determine if Capacity was affected. Initially, it was determined that Capacity was not affected.

7/18/2024 - It was discovered that Capacity had affected units and after discussions with Wilson Tran of NHTSA, it was determined that a passthrough recall would be filed for Sheppard's 23E-094.

Description of Remedy :

Description of Remedy Program : Purchasers will identify the unique serial number imprinted on the recalled equipment. A web-based tool is available after August 1, 2022, to vehicle manufactures and their service networks to classify the serial number. Serial numbers will be classified as either suspect and must be replaced or as not suspect and may remain in service. Sheppard assumes cost burden for the remedy being performed. Customers that have repaired affected units will be reimbursed under the reimbursement plan stated in this recall. If an affected vehicle is still under warranty, the reimbursement program will not apply, rather the remedy will be covered under warranty.

How Remedy Component Differs from Recalled Component : The remedy component was assembled after the recall condition was corrected in production when additional controls were put in place. The remedy component has been verified to have the correct number of recirculating balls. Each remedy component is identifiable by an imprinted unique serial number

Identify How/When Recall Condition was Corrected in Production : On Feb 10, 2022, the recirculating ball insertion process control was enhanced. Additional process controls and inspectors were added to the process to verify that the correct number of recirculating balls in each steering gear.

Recall Schedule :

Description of Recall Schedule : Capacity of Texas does not have owner information and thus has an agreement with and relies on its dealer network to notify owners on recalls.

Planned Dealer Notification Date : JUL 29, 2024 - AUG 16, 2024

Planned Owner Notification Date : NR - NR

* NR - Not Reported