



# SAFETY RECALL BULLETIN

## NHTSA RECALL 24V080

**AUTOCAR, LLC ACX-2401 ACTT-2401**

**April 2024**

### **ATTENTION:**

Service Managers / Parts Managers.

### **SUBJECT:**

Autocar, LLC has determined that certain ACX (Xpeditor) and ACTT (Xspotter) vehicles, equipped with RH Sheppard steering gears may have been manufactured with fewer than required recirculating balls.

### **SAFETY RECALL INFORMATION:**

This Recall bulletin provides instructions regarding the inspection and serial number identification of the steering gear.

### **VEHICLES AFFECTED:**

There are 37, 2023 model year Xpeditor (ACX) and Xspotter (ACTT) chassis. These ACX chassis serial number 242483 was manufactured October 10, 2023. The ACTT chassis were manufactured between February 8, 2023, and July 16, 2023, with non-sequential serial numbers in the range of 240631 through 244882. To determine if a vehicle is affected by this Recall, log in to the Solutions Warranty Portal at [autocar.service-now.com/ CSM](https://autocar.service-now.com/CSM). From the home page enter the last six digits of the VIN into the search field, select the full VIN from the results and the VIN profile will be displayed. Scroll to the bottom of the page and select Recalls/Service Programs tab and all applicable campaigns will be displayed, look for the Autocar Recall number above.

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### SERVICE RESPONSIBILITY:

Service sites must perform this Recall on affected vehicles at no charge to the owner regardless of vehicle mileage, age, or ownership. If a vehicle affected by this Recall is taken into or is currently in your vehicle inventory, or at your center for service, you must perform this Recall before the vehicle is sold or released to the owner.

### CLAIMS FOR REIMBURSEMENT:

Submit a claim for reimbursement in accordance with Autocar's Warranty Administration Manual with the following claim coding information.

### CLAIM CODING INFORMATION FOR ACX VEHICLES:

Labor Operation Code Number	Time Allowance SRT	Description
64226-0-06	.50 HR	ACX Inspection

### CLAIM CODING INFORMATION FOR ACTT VEHICLES:

Labor Operation Code Number	Time Allowance SRT	Description
11.4.5	.50 HR	ACTT Inspection

**Note: If you have questions or concerns regarding this Recall Bulletin, please contact Autocar technical support at 888-218-3611**

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### SAFETY NOTICES:



#### WARNING

Allow the vehicle's engine and cooling system to cool to ambient temperature before performing the repair procedure. A hot engine or cooling assembly may cause burns or other personal injury.



#### WARNING

Never rely on the hydraulic pressure to hold the cab in an open position. Always use the safety pin in the cab tilt lock tube to prevent serious personal injury or death.



#### WARNING

To prevent eye injury, always wear eye protection when performing vehicle maintenance, service or inspection.



#### WARNING

Before working on a vehicle, set the parking brake, place the transmission in neutral and block the wheels. Failure to do so can result in unexpected vehicle movement and can cause serious personal injury or death.

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### Working on CNG/LNG Trucks

## SAFETY INSTRUCTIONS

If you store or dispense Compressed Natural Gas (CNG) or Liquefied Natural Gas (LNG), or if you work on CNG or LNG trucks, your location must be fully compliant with applicable codes, regulations and standards, including National Fire Protection Associate (NFPA) codes, Society of Automotive Engineers (SAE) standards, American National Standards Institute (ANSI) Natural Gas Vehicle (NGV) standards, the United States Code of Federal Regulations (CFR) and your state and local fire and other applicable codes (including, for example, the California Code of Regulations and the Texas Administrative Code).

Contact your local fire department for guidance and additional compliance information.

Technicians working on Autocar trucks with CNG or LNG engines must be trained in the proper repair of CNG and LNG trucks and engines and the safe storage and dispensing of CNG and LNG.

### Working on CNG Fuel Systems



## WARNING

CNG fuel systems include a high pressure (3600 psi) system for fuel storage and a low pressure system (125 psi) for consumption by the engine. Understanding the characteristics of CNG and how the fuel system works will prevent injury and damage to persons and property.

Attempting to operate or maintain any CNG fuel system without proper training is dangerous. Complete training and consult instructional bulletins from the CNG system suppliers, such as Agility Fuel Systems' Field Service Bulletin, *Safely Working on CNG Fuel Systems*.

### Welding and Hot Work Near CNG and LNG Trucks



## WARNING

Welding, grinding, and other "hot work" can be safely performed on or near a CNG or LNG vehicle, but certain precautions must be followed. Understand and perform the necessary precautions provided by the CNG system suppliers, such as Agility Fuel Systems' Field Service Bulletin, *Welding and Hot Work Precautions Near CNG and LNG Vehicles*.



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### CNG Cylinders



## WARNING

CNG fuel containers must meet Federal Motor Vehicle Safety Standard (FMVSS) 304 (Compressed Natural Gas Fuel Container Integrity) and/or ANSI/CSA NGV2 (Basic Requirements for Compressed Natural Gas Vehicle Fuel Containers). Both standards specify a detailed visual examination every three years.

Truck owners are required to complete all necessary inspections, in accordance with the applicable standards and other resources, such as the Clean Vehicle Education Foundation and NGVAmerica's Compressed Natural Gas (CNG) Container Visual Inspection Advisory.

FMVSS 304 also requires that cylinders not be used after the end of life (EOL) date provided on the tank label. The EOL date is also displayed in the engine compartment and at the fueling connection of each truck. If there are any question as to proper decommissioning of a cylinder, contact the manufacturer, whose name and address is also required to be on the label.

### CNG Fuel Container Pressure Relief Devices (PRDs)



## WARNING

PRDs must be properly maintained and positioned for safe operation of a CNG fuel system. Missing vent caps can allow moisture into PRDs and vent lines, which can freeze and damage these safety components. Debris which clogs the PRDs and/or vent lines can prevent proper function.

PRDs must be positioned to vent upward, not outward, from a vehicle.

Ensure that every truck owner completes periodic inspections of the PRDs and vent lines and systems, in accordance with guidance provided by the system component suppliers.

### Alert First Responders to CNG and LNG



## DANGER

In the event of a fire or other emergency, alert first responders to the presence and location of CNG fuel systems, tanks and dispensers. Ensure that emergency personnel are aware of proper precautions, such as those provided in Agility's *First Responder Guide: CNG and LNG Vehicle Fuel Systems*.

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### LOCKOUT/TAGOUT PROCEDURES:



## CAUTION

Before entering the vehicle or vehicle body, read and follow OSHA regulations concerning entry and working in “CONFINED SPACE” OSHA 1910.146 and “LOCKOUT/TAGOUT” OSHA 1910.147. Follow OSHA regulations while performing any work on the vehicle. The vehicle must be disabled by the following steps before performing any work on the vehicle:

1. Place the transmission in NEUTRAL.
2. Set the parking brake.
3. Shut the engine OFF.
4. Lock cab doors, keep the key in your pocket. Block the wheels before entering the body or performing any work on the vehicle.
5. Turn the battery disconnect switch OFF, if equipped.
6. Completely drain the air from the primary/A system and secondary/B system by opening the drain valves on the air tanks themselves or by using the drain manifold if supplied. When draining the air tanks, do not look into the area where air is draining. Dirt or sludge particles may be expelled in the air stream and can cause eye injury.
7. Place magnetic “DANGER” signs on both cab doors before entering the body or performing any work on the vehicle.
8. Take proper precautions before working under the vehicle. Use ramps approved for the weight of your vehicle, or use floor jacks and stands. Never work under a vehicle supported by jacks alone. Always use jack stands to support the vehicle.

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### INSPECTION OF THE STEERING GEAR SERIAL NUMBER

1. Follow all lockout/tagout procedures and verify the air tanks are fully drained and the battery disconnect switch is in the “OFF” position. If the unit is not equipped with a battery disconnect switch, disconnect the battery cables beginning with the negative cables, followed by the positive cables.
2. Raise the cab or tilt the hood as required in accordance with the following safety precautions and procedures.



### WARNING

Due to the danger of sustaining personal injury and/or damage to the vehicle, never attempt to raise the hood outdoors under extremely windy conditions. The strong wind conditions could force the hood beyond the normal limits of its travel.



### WARNING

Remove or secure all loose articles and close all doors before raising the cab. The area above and ahead of the cab must be clear from obstructions. Place front wheels in a straight-ahead position.

Remove the pump handle from its storage on the inside of the cab near the driver or passenger seat.

Place the selector lever on the hydraulic pump in the RAISE position. Insert the pump handle into the pump and operate the handle in an up and down motion. The hydraulic cab latches will open, then the hydraulic cylinders will lift the cab until the midpoint (top) is reached.

Once the cab has reached its midpoint the cab will move forward to the fully open position. The safety pin in the cab tilt lock device must be installed when the holes line up in the sliding bar.

Remove the pump handle when not in use. It may stick out and could cause injury to passersby.

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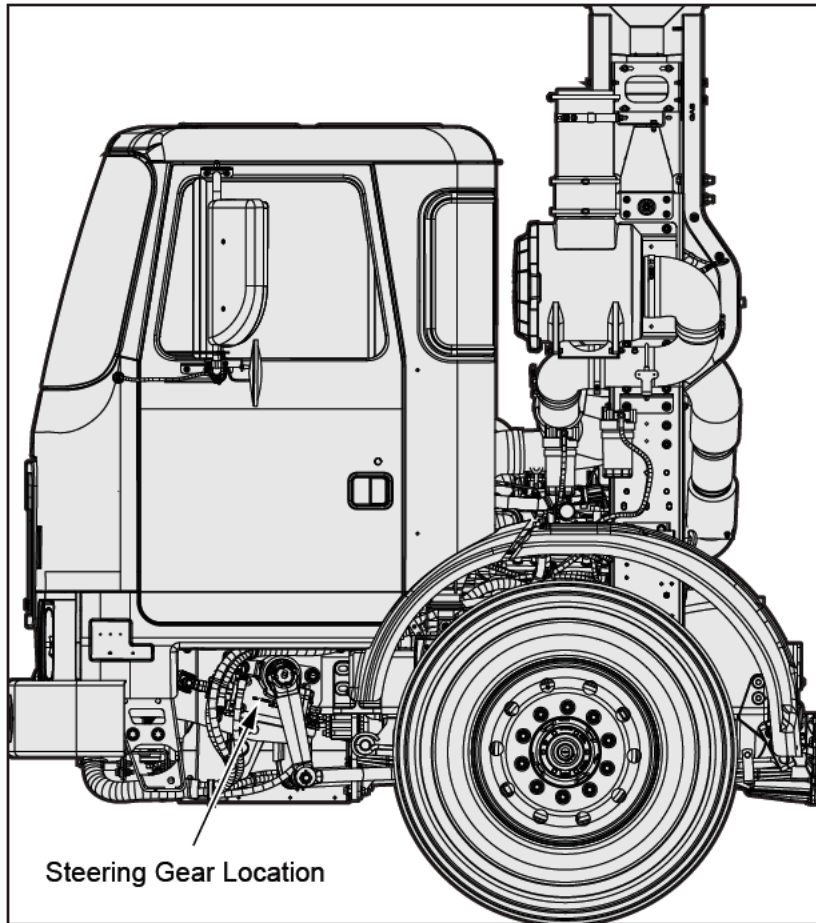
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3. Locate the steering gear (see Figures 1, 2, and 3).



*Figure 1, ACX LHD*



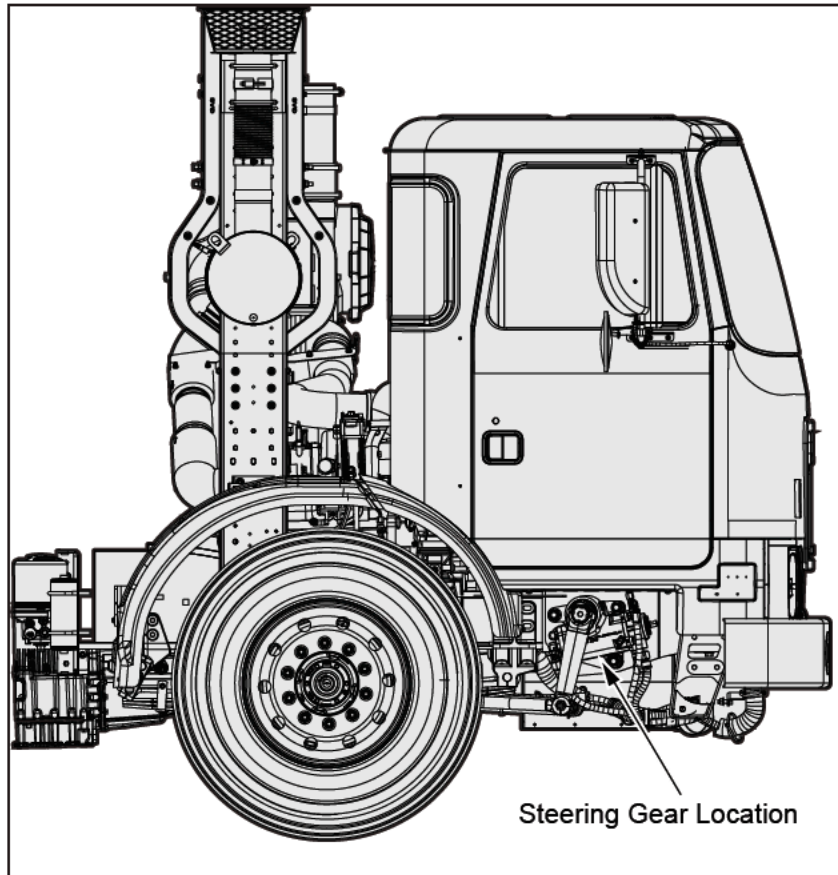
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*Figure 2, ACX RHD*

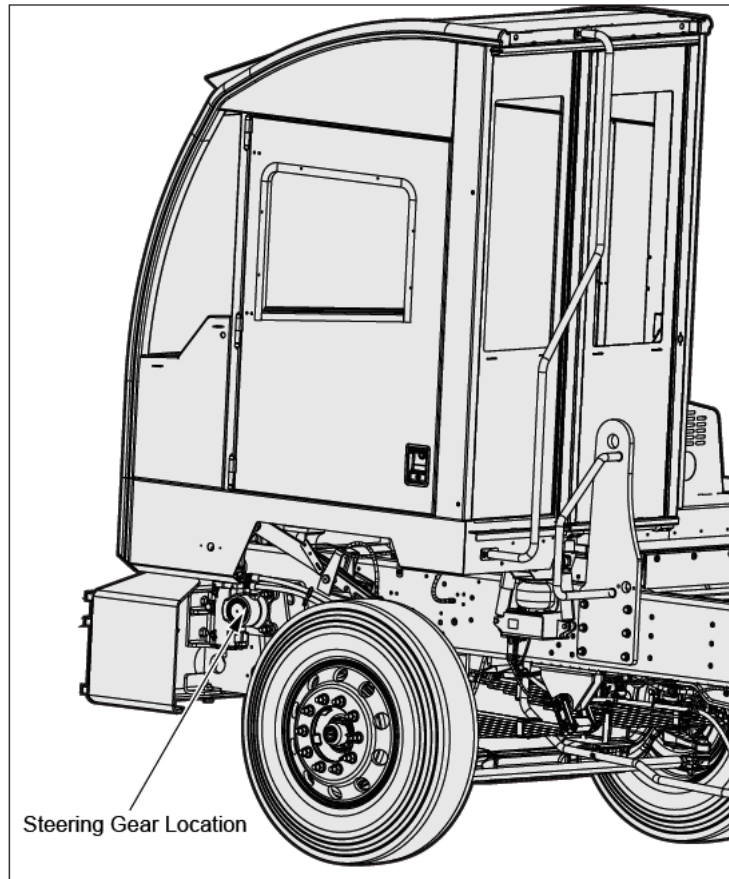
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*Figure 3, ACTT*

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4. Locate and record the steering gear serial number (see Figures 4 and 5).



Figure 4

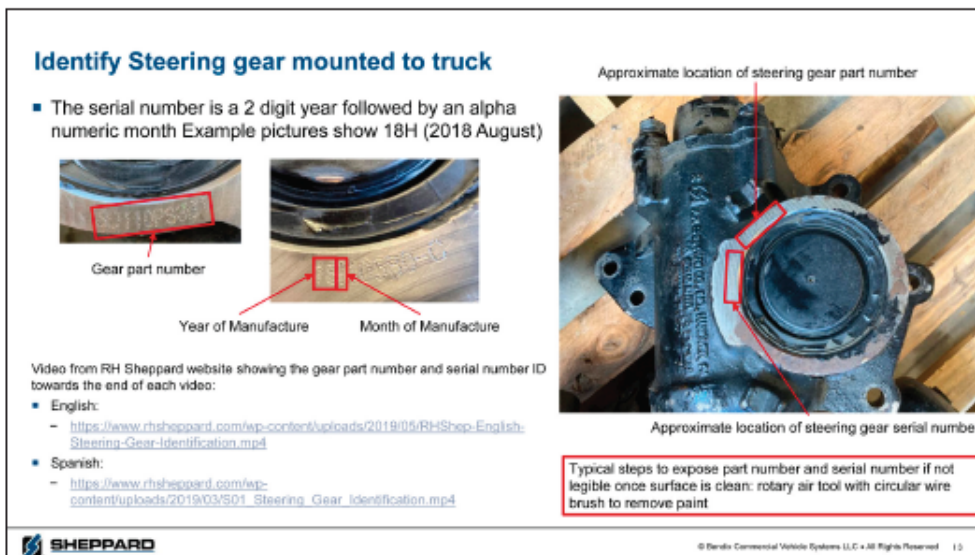


Figure 5

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5. Click on or copy Sheppard's URL (<https://recall.rhsheppard.com/USA/en/USD>) into your browser and follow the instructions for "Sheppard Steering Gear Classification Tool."
6. If the steering gear's serial number is not listed on RH Sheppard's website, the inspection is complete, reconnect the batteries as required beginning with the positive cables, followed by the negative cables, no further repairs are required.
7. If the steering gear serial number ***is*** found on RH Sheppard's website, the inspection is complete and the steering gear ***will*** require replacement.
  - Submit a Request a Recall/Service Program Part ticket.
  - Be sure to list the complete serial # from the steering gear in the box labeled Recall or Service Program number or Description.
  - Autocar Warranty professionals will provide the appropriate parts kit and repair instructions for your vehicle.

***Note: If you have questions or concerns regarding this Recall Bulletin, please contact Autocar technical support at 888-218-3611.***