

# Part 573 Safety Recall Report

# 19V-580

**Manufacturer Name :** Navistar, Inc.

**Submission Date :** AUG 08, 2019

**NHTSA Recall No. :** 19V-580

**Manufacturer Recall No. :** 19513



## Manufacturer Information :

Manufacturer Name : Navistar, Inc.

Address : 2701 Navistar Drive

Lisle IL 60532

Company phone : 331-332-1590

## Population :

Number of potentially involved : 2,677

Estimated percentage with defect : 20 %

## Vehicle Information :

Vehicle 1 : 2019-2020 IC Bus RE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The suspect population is identified by models equipped with feature code 48PZP, 48PZR, 48RZY, 48SXV, or 48SZG (Prolo hatch).

The inclusive dates of manufacture were determined by when Navistar began installation of Prolo hatches with a suspect date code through the date Navistar contained the issue in vehicle manufacturing.

The vehicles in the suspect population were built with Prolo hatches installed August 30, 2018 through July 11, 2019 with a suspect date code on the hatch and all other similar vehicles were not.

There are 54 RE model school buses in the suspect population

Production Dates : SEP 05, 2018 - JUL 11, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2020-2020 IC Bus CE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The suspect population is identified by models equipped with feature code 48PZP, 48PZR, 48RZY, 48SXV, or 48SZG (Prolo hatch).

The inclusive dates of manufacture were determined by when Navistar began installation of Prolo hatches with a suspect date code through the date Navistar contained the issue in vehicle manufacturing.

The vehicles in the suspect population were built with Prolo hatches installed August 30, 2018 through July 11, 2019 with a suspect date code on the hatch and all other similar vehicles were not.

There are 2,623 CE model school buses in the suspect population

Production Dates : AUG 30, 2018 - JUL 11, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : As reported by Specialty Manufacturing in their 573 (19E042); Prolo roof hatch (emergency exits) utilize a die cast zinc handle for the external release handle. Certain production lots of these cast handles were found to contain a higher than allowed/specified level of porosity or voids. The excess porosity and voids can create failure points in the handle leading to breakage under reasonable use. Presence of voids/porosity can be determined by part weight but this does not guarantee failure of the part - location and concentration of the defects are key to the failure mode. The estimated 20% covers suspect components that show a low part weight (indicates the presence of porosity and voids) but does indicate failure rate.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As reported by Specialty Manufacturing in their 573 (19E042); Failure of the external release handle will prevent the hatch release mechanism from being actuated from outside the vehicle. The hatch can still be opened from the outside by venting the hatch and actuating the inside release handle however this operation is not intuitive and not detailed in the required instructions located on the hatch. Failure of the external release handle does not prevent actuation of the release mechanism from inside the vehicle.

A broken handle in the event of an emergency would make it more difficult to access the passenger compartment of the vehicle, which could result in possible injury or death.

Description of the Cause : As reported by Specialty Manufacturing in their 573 (19E042); the defects were a result of casting process inconsistencies at component supplier. The casting mold temperature ran outside of specification in one section of the mold. This caused the injected zinc to cool too rapidly creating porosity and voids in the stem of the cast external release handle.

Identification of Any Warning  
that can Occur : NR

**Supplier Identification :****Component Manufacturer**

Name : Specialty Manufacturing/Safe Fleet

Address : 13501 South Ridge Drive  
Charlotte NORTH CAROLINA 28723

Country : United States

**Chronology :**

- 07/08/2019 – Specialty Manufacturing Notifies Navistar of their 573 filing (19E042) for Prolo hatch external release handles may not comply to FMVSS 217.
- 07/09/2019 – Navistar quarantines all buses at its manufacturing plant and initiates investigation of the potential issue in IC buses.
- 07/10/2019 – Navistar quarantines all Prolo hatches at its Parts Distribution Centers.
- 07/13/2019 – Navistar completes bus inspections at the manufacturing plant.
- 07/29/2019 – Completed warranty search which identified 3 claims where the roof hatch was replaced because of a broken roof latch handle.
- 08/05/2019 – Navistar completes the investigation and finalizes the suspect population.
- 08/05/2019 – Navistar declares a Safety Recall.

**Description of Remedy :**

Description of Remedy Program :	<ul style="list-style-type: none"><li>•As reported by Specialty Manufacturing in their 573 (19E042); any Prolo hatch with a Safe Fleet build date code between August 1, 2018 and May 20, 2019 will have the outer handle replaced.</li><li>•Navistar's plan for reimbursement of pre-notification remedies, on file with NHTSA and dated 10/03/2018, applies and reimbursement instructions will be included in the customer notification.</li></ul>
How Remedy Component Differs from Recalled Component :	The replacement Prolo hatch release handles are certified in-specification by Specialty Manufacturing where the recalled release handles were not.
Identify How/When Recall Condition was Corrected in Production :	07/10/2019 – Navistar begins use of Prolo hatches manufactured with certified release handles.

**Recall Schedule :**

Description of Recall Schedule :	It is estimated that the customer and dealer notification letters will be mailed by 10/07/2019.
Planned Dealer Notification Date :	OCT 07, 2019 - OCT 07, 2019
Planned Owner Notification Date :	OCT 07, 2019 - OCT 07, 2019

\* NR - Not Reported