



IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) with the VIN(s) indicated on the enclosed owner response cards.

AUTOCAR, LLC SAFETY RECALL ACX-2003 NHTSA RECALL NO. 20V417

September 2020

Dear Autocar Truck Owner:

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Autocar, LLC has decided that a defect which relates to motor vehicle safety exists in 82, 2014-2018 model year Xpeditor chassis. These chassis were manufactured between November 11, 2013 and April 9, 2018 with non-sequential serial numbers in the range of 216928 through 226708. Our records indicate that your vehicle was manufactured within this time period and may contain the defect described herein.

**MODELS
AFFECTED:**

Autocar Xpeditor MY 2014-2018

**COMPONENTS
AFFECTED:**

The drive shaft support cross member may fail

**SAFETY DEFECTS
AND POTENTIAL
RISKS:**

If the cross member is used to support components such as the drive shaft center bearing, in the event of a failure such components may not be supported and may become loose, detached from the vehicle or damage other components during operation, increasing the risk of a crash, personal injury or property damage.

**REPAIR
REQUIRED:**

The drive shaft support cross member will be replaced at no charge.

**TIME REQUIRED
FOR THE REPAIR:**

The labor time to repair your vehicle is 20 hours.

**WHAT YOU
SHOULD DO:**

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming recall to correct the issue noted above. The parts and processes required for the repair are being developed and we expect to have components available within the next 60 to 90 days. You may continue to operate your vehicle. The second notice will inform you when the final remedy is available. When you receive the second notice, please contact your local authorized Autocar service site or email warranty@autocartruck.com. If you have questions or concerns regarding this notification, please contact Autocar technical support at 888-218-3611.

ACF 00002 Rev. 000



PRIOR REPAIRS:

If you have previously paid for repairs relating to this recall you may be entitled to recover the amount you paid for those repairs. Submit a copy of all documentation supporting your claim to Autocar at the address set forth below in the "Assistance" section.

**NOTICE
REGARDING
LEASED
VEHICLES:**

If you are a Lessor (as defined below) of a vehicle that is affected by this notice, you are obligated under federal law to provide a copy of this Notice to the lessee of such vehicle within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the lessee(s) to whom you send a copy of this Notice, the date you send the Notice and the VIN of the vehicle that you have leased to the lessee(s).

For purposes of this Notice, the term "Lessor" means a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles, as of the date of this Notice.

**OWNER RECALL
RESPONSE
CARD:**

The enclosed Owner Recall Response Card identifies your vehicle. Please complete this postage-paid card and return it to Autocar. If you do not own, have sold or have traded the vehicle identified on the card, please indicate that on the postage-paid card and return it to Autocar.

ASSISTANCE:

If you need assistance with this recall, call our toll-free numbers below or write to Autocar at:

CE:

Autocar, LLC
Service & Warranty Departments
551 S. Washington St.
Hagerstown, Indiana 47346
888-218-3611 (Toll Free)
877-973-3486 (Toll Free)

You may also submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this recall may cause, but we hope you recognize Autocar's concern for your safety and satisfaction with your vehicle.

Sincerely,

AUTOCAR, LLC

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