

Part 573 Safety Recall Report

20V-496

Manufacturer Name : Autocar, LLC

Submission Date : MAY 14, 2021

NHTSA Recall No. : 20V-496

Manufacturer Recall No. : ACX-2005



Manufacturer Information :

Manufacturer Name : Autocar, LLC

Address : 551 S WASHINGTON STREET
HAGERSTOWN IN 47346

Company phone : 7654895499

Population :

Number of potentially involved : 78

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Autocar Xpeditor

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : Certain Xpeditor units that were custom built for a specific customer and have been up-fitted with an aftermarket power take off (PTO) may experience a stall/hesitation condition during launch with the PTO engaged.

Production Dates : AUG 20, 2018 - MAR 13, 2019

VIN Range 1 : Begin : 5VCACSCE0KC228812 **End :** 5VCACSCE5KC230040

Not sequential

Description of Defect :

Description of the Defect : A potential stall/hesitation during launch when operated from the right side stand up position with the hydraulic system engaged.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When operated from the right side stand up position with the hydraulic system engaged, the vehicle could experience a stall/hesitation during launch. If this occurs while operating on an incline, the vehicle could move rearward, increasing the risk of a crash, personal injury or property damage.

Description of the Cause : A considerable amount of the available engine torque at idle is consumed by the hydraulic system function. The right side stand up driver position does not readily allow for brake modulation.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On or about February 5, 2020, Autocar received information regarding two CNG units and one diesel unit for certain vehicles that were custom built for one customer. The information provided indicated potential concerns in connection with a lack of acceleration. An internal corrective action was initiated to analyze the alleged condition. On or about February 6, 2020, additional information was added to the corrective action to additionally evaluate the sales order group of 48 units to the one customer, and Autocar's field service team proceeded with its investigation. On or about February 12, 2020, the Autocar field service team preliminarily identified that the "Vehicle Accelerator Management" parameter was unexpectedly enabled on the diesel unit, and Autocar tentatively identified that the parameter had not been enabled by Autocar prior to first sale to the customer. When this feature was disabled, the reported concern was eliminated, and the customer returned the vehicle to service. Further analysis in or about mid-March 2020 confirmed Autocar's February 2020 preliminary view that the accelerator management parameter was not enabled by Autocar. As a result, Autocar reasonably determined that this was an isolated incident. Autocar subsequently moved the diesel unit matter to a separate corrective action, and closed it as resolved.

Between late March 2020 and June 2020, the COVID-19 global pandemic restricted Autocar's reasonable ability to conduct its normal investigative process, including travel restrictions, mandatory shelter in place orders, and related government ordered restrictions. Despite these government ordered restrictions, Autocar was in full communication with the customer, and in good faith, Autocar did not reasonably assess the reported condition as an unreasonable risk to safety.

On or about June 25, 2020, (Complete chronology will be attached as character limits were reached).

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 : A hill start aid system will be installed at no charge.

Identify How/When Recall Condition was Corrected in Production : The units involved were custom manufactured for one specific customer.

Recall Schedule :

Description of Recall Schedule : Autocar will notify Dealers and customers beginning October 19, 2020 and ending October 20, 2020.

Planned Dealer Notification Date : OCT 19, 2020 - OCT 20, 2020

Planned Owner Notification Date : OCT 19, 2020 - OCT 20, 2020

* NR - Not Reported