

Part 573 Safety Recall Report

20V-530

Manufacturer Name : Shyft Group

Submission Date : SEP 02, 2020

NHTSA Recall No. : 20V-530

Manufacturer Recall No. : 20-06



Manufacturer Information :

Manufacturer Name : Shyft Group

Address : 1541 Reynolds Road
Charlotte MI 48813

Company phone : 517-543-6400

Population :

Number of potentially involved : 5,096

Estimated percentage with defect : 24 %

Vehicle Information :

Vehicle 1 : 2020-2020 Flt Vehicles-Utilmaster Metris

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : The recall population is all vehicles completed at a specific plant from the start of production. Shyft has not been able to determine which vehicles could have had the correct information and therefore is recalling all units produced until the issue was identified.

Production Dates : APR 01, 2020 - AUG 25, 2020

VIN Range 1 : Begin : W1XV0BEM0L3686038 **End :** W1XV0BEM0L3686038 Not sequential

Description of Defect :

Description of the Defect : The payload capacity shown on the Tire and Loading Information label may be higher than the actual payload capacity of the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : This could mislead the operator into believing they could carry more payload and potentially overloading the tires. Overloading of the tires may increase the risk of a blow-out, which could cause a crash.

Description of the Cause : Shyft is still evaluating the actual root cause but the proximate cause appears to be related to a computer system glitch where the system is pulling or calculating the incorrect payload values.

Identification of Any Warning that can Occur : This could occur without warning.

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 August 25, 2020, an associate identified the incorrect payload values on a specific vehicle. A quality hold was issued on vehicles in Shyft's possession and the labels were inspected. During the inspection, Shyft associates identified incorrect payload capacity on approximately 24% of the vehicles. On August 26, Product Safety and Compliance was made aware of the condition and asked the total number of vehicles subject to the recall be confirmed. On August 31, 2020, Shyft determined the condition could be related to motor vehicle safety.

Description of Remedy :

Description of Remedy Program : Vehicles will be inspected and if the payload values are incorrect, a new label will be replaced at no charge. All vehicles are currently under warranty

How Remedy Component Differs from Recalled Component : All vehicles built during this production run are being recalled.

Identify How/When Recall Condition was Corrected in Production : A quality hold was issued on August 25, 2020 and all vehicles were inspected and if needed, equipped with a new label with the correct information. A verification step was implemented to require the Quality Auditor to verify the data on the label is correct and to sign for it being accurate.

Recall Schedule :

Description of Recall Schedule : Shyft does not have dealers for this specific fleet.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : SEP 08, 2020 - SEP 08, 2020

* NR - Not Reported