

Part 573 Safety Recall Report

21V-093

Manufacturer Name : Autocar, LLC

Submission Date : MAR 02, 2021

NHTSA Recall No. : 21V-093

Manufacturer Recall No. : ACX-2102 DC-2101



Manufacturer Information :

Manufacturer Name : Autocar, LLC

Address : 551 S WASHINGTON STREET
HAGERSTOWN IN 47346

Company phone : 7654895499

Population :

Number of potentially involved : 870

Estimated percentage with defect : 5 %

Vehicle Information :

Vehicle 1 : 2019-2021 Autocar Xpeditor

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : All units equipped with MRS 7" display are included, Xpeditor and Legend products MY 2019 to 2021.

Production Dates : MAR 13, 2019 - DEC 07, 2020

VIN Range 1 : Begin : 5VCACLEF4KC229795 End : 5VCACLAF2MC234843 ☒ Not sequential

Vehicle 2 : 2021-2021 Autocar Legend

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : All units equipped with MRS 7" display are included, Xpeditor and Legend products MY 2019 to 2021.

Production Dates : JUL 30, 2020 - SEP 30, 2020

VIN Range 1 : Begin : 5VCCCLEG0MC234061 End : 5VCCCLEH1MC234451 ☒ Not sequential

Description of Noncompliance :

Description of the Noncompliance : The display may restart during operation and the warning icons (telltales) for the Seat Belt, Low Air, Check Engine, ABS, Park Brake Applied, Turn Signal Indicator, Fuel Level, Electrical Charge, Coolant Temperature and Oil Pressure will not be visible until restart has completed.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : If the display restarts during operation, the driver will temporary not have

Description of the Safety Risk : visibility of the required warning icons, increasing the risk of personal injury, property damage or a crash.

Description of the Cause : A potential memory overload or software issue.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : MRS 7" Display

Component Description : Dash Display

Component Part Number : Autocar A1431060-001, MRS MC7-NSP0430

Supplier Identification :

Component Manufacturer

Name : MRS Electronic

Address : 2149 Winners Circle
Dayton Ohio 45404

Country : United States

Chronology :

December 2020 Autocar field service team reported information regarding an intermittent display restart in some units. An internal corrective action was generated at that time and an investigation began. January-February 2021 Autocar field service teams traveled to multiple up-fitter and customer locations to verify the electrical circuit integrity and re-program 205 suspect units. February 11, 2021, the field data was presented to Autocar management team and the decision was made to perform a voluntary safety recall.

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 and 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.

How Remedy Component Differs from Recalled Component : The display will be replaced with a new part from a different supplier.

Identify How/When Recall Condition was Corrected in Production : The MRS display was replaced with a new part from a different supplier, January 19, 2021. All of the MRS display inventory has been discarded.

Recall Schedule :

Description of Recall Schedule : Customer and dealer notification will begin April 19, 2021 and end April 20, 2021.

Planned Dealer Notification Date : APR 19, 2021 - APR 20, 2021

Planned Owner Notification Date : APR 19, 2021 - APR 20, 2021

* NR - Not Reported