

# Part 573 Safety Recall Report

# 21V-095

**Manufacturer Name :** Autocar, LLC

**Submission Date :** FEB 18, 2021

**NHTSA Recall No. :** 21V-095

**Manufacturer Recall No. :** ACX-2103



## Manufacturer Information :

**Manufacturer Name :** Autocar, LLC

**Address :** 551 S WASHINGTON STREET  
HAGERSTOWN IN 47346

**Company phone :** 7654895499

## Population :

**Number of potentially involved :** 577

**Estimated percentage with defect :** 5 %

## Vehicle Information :

**Vehicle 1 :** 2018-2021 Autocar Xpeditor

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** NR

**Descriptive Information :** All Autocar units built with the suspect turbocharger heat shield are included.

**Production Dates :** JUN 20, 2017 - DEC 08, 2020

**VIN Range 1 : Begin :** 5VCACSAF2JH224970 **End :** 5VCACRAF6MC234931  Not sequential

## Description of Defect :

**Description of the Defect :** The turbocharger heat shield may fail and become detached from the vehicle.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the turbocharger heat shield fails and becomes detached from the vehicle, the detached component could become road debris and increase the risk of property damage, personal injury or a crash.

**Description of the Cause :** An engineering error resulted in a material specification that does not allow for vibration.

**Identification of Any Warning that can Occur :** Audible rattle from the engine compartment during engine operation.

## Involved Components :

Component Name 1 : Turbocharger Heat Shield

Component Description : Autocar Proprietary Part-Turbocharger Heat Shield

Component Part Number : Autocar A5300190-001

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

July 29, 2020 - Autocar field service team reported a single unit with a cracked heat shield, at that time an internal corrective action was created, and investigation began. No safety-related concerns indicated or observed, and Autocar investigation reasonably focused on potential quality improvements, if appropriate.

August through September 2020 - Autocar field service team traveled to various up-fitter and customer locations, inspecting the heat shields, and Autocar engineering team analyzed the failure mode, with a prospective quality improvement indicated. No safety-related concerns indicated. While there were 4 warranty claims related to the cracked heat shield (pre-quality improvement) received during the time period of June 2020 to February 2021, no warranty claims indicated a safety-concern.

October 2020 - Autocar engineering team released a new design for production.

December 28, 2020 - the new design was implemented into production.

December 28 through February 2021 - a supplemental failure analysis was performed, and it was determined if the prior heat shield (pre-quality improvement) fails completely, it could potentially exit the engine compartment and become road debris. While this complete failure situation could hypothetically occur, Autocar is aware of no incidents or VOQs indicating any real-world failure in the field.

February 11, 2021 - The results of this supplemental analysis and investigation were presented to Autocar management team. While Autocar reasonably and good faith finds no defect that presents an unreasonable risk to safety, given the hypothetical risk of road debris, out of an abundance of caution and to promote safety, a voluntary recall will be conducted.

## 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 turbocharger heat shield will be replaced with a new part designed to perform in the application.

Identify How/When Recall Condition was Corrected in Production : The turbocharger heat shield was replaced with a new part December 28, 2020 19, 2021. All of the original A5300190-001 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