

# Part 573 Safety Recall Report

# 21V-458

**Manufacturer Name :** Marion Body Works Inc.

**Submission Date :** JUN 17, 2021

**NHTSA Recall No. :** 21V-458

**Manufacturer Recall No. :** 21V-252



## Manufacturer Information :

**Manufacturer Name :** Marion Body Works Inc.

**Address :** 211 West Ramsdell St.

Marion WI 54950

**Company phone :** 715-754-5261

## Population :

**Number of potentially involved :** 8

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2019-2021 Spartan Gladiator and MetroStar

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

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** The recall is based on vehicles equipped with power steering pumps supplied by ZF. The Spartan part numbers are 2006-KK1-002, 2006-KK1-003, and 1453-KK1-001.

**Production Dates :** FEB 13, 2020 - SEP 17, 2020

**VIN Range 1 : Begin :** 4S7AW2E95LC088339 **End :** 4S7CT2D98LC088709  Not sequential

## Description of Defect :

**Description of the Defect :** A machining defect may cause pressure to build in the pump and the shaft seal to blow, which would result in a loss of power steering assist.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A loss of power steering assist could increase the risk of a crash.

**Description of the Cause :** Variation in rotor flatness in the end face of rotor due to slot grind process

**Identification of Any Warning that can Occur :** A loss of power steering assist could occur without warning.

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : ZF Steering Division

Address : NR

NR

Country : NR

## Chronology :

In February 2020, Spartan experienced an incident in production of loss of power steering assist. On February 23, 2020, it was determined at the time to be an infantile issue and road test caught failures before shipment. A PPS team was created to review the issue by engaging assembly, suppliers and engineering. On September 18, 2020, ZF confirmed root cause and began containment by measuring the cam and rotor 100% for flatness prior to assembly. On October 5, 2020, ZF made a process sequence change for a permanent corrective action. In March 2021, Received our first field claim with a similar failure mode. On March 31, 2021, the issue was escalated to REV Group management. On April 6, 2021, REV senior leadership recommends to submit a voluntary recall for this issue.

## Description of Remedy :

Description of Remedy Program : Spartan will conduct the recall campaign and provide affected customers new power steering pumps for replacement at no charge.

How Remedy Component Differs from Recalled Component : The remedy component has been inspected by ZF and confirmed rotor flatness within their specifications.

Identify How/When Recall Condition was Corrected in Production : Starting on September 20, 2020, incomplete vehicles were supplied with the measured product from ZF. No concerns have been reported on vehicles built with the measured product.

## Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : JUN 17, 2021 - JUN 21, 2021

Planned Owner Notification Date : JUN 24, 2021 - JUN 28, 2021

\* NR - Not Reported