



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 9, 2021

Mr. Wesley Chestnut  
Shyft Group  
41280 Bridge Street  
Novi, MI 48375

NEF-107MR  
21V-551

**Subject:** Loose Tie Rod Clamps

Dear Mr. Chestnut:

This letter serves to acknowledge Shyft Group's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

UTILIMASTER/WALK-IN VAN/2021-2022

**Mfr's Report Date:** July 21, 2021

**NHTSA Campaign Number:** 21V-551

**Components:**

STEERING:LINKAGES:TIE ROD ASSEMBLY

**Potential Number of Units Affected:** 76

**Problem Description:**

Shyft Group is recalling certain 2021-2022 Utilimaster Walk-In vans. The tie rod clamps may be loose, which could result in loose tie rod ends that could break or detach.

**Consequence:**

Detached or broken tie rod ends can result in steering loss, increasing the risk of a crash.

**Remedy:**

Daimler Trucks North America (DTNA) will mail owner letters on behalf of Shyft Group, and DTNA service facilities will replace the tie rod clamp bolts and nuts, free of charge. Owners may contact Shyft Group customer service at 1-800-582-3454. Shyft Group's number for this recall is 21-17.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please ensure the following requirements are met:

We note that Shyft group provided a planned owner notification date which has past. If owner letters were already mailed by DTNA, please upload a copy with the mailing dates. Please be reminded that all owners must be notified of the safety risk associated with this filing within 60 days of the 573 being submitted. If the remedy is not available at that time, mail the interim notice, following it with a second notice once the remedy becomes available. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If there are no owners involved in this recall, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Shyft Group's contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement