

Part 573 Safety Recall Report

21V-677

Manufacturer Name : Autocar, LLC

Submission Date : AUG 31, 2021

NHTSA Recall No. : 21V-677

Manufacturer Recall No. : ACX-2104 DC-2104



Manufacturer Information :

Manufacturer Name : Autocar, LLC

Address : 551 S WASHINGTON STREET
HAGERSTOWN IN 47346

Company phone : 7654895499

Population :

Number of potentially involved : 586

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Autocar Xpeditor

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The recall is based on vehicles equipped with power steering pumps supplied by ZF from February to September 2020.

Production Dates : APR 30, 2019 - OCT 07, 2020

VIN Range 1 : Begin : 5VCACLCE8MC233345 End : 5VCACRCE0MC234668 ☒ Not sequential

Vehicle 2 : 2020-2021 Autocar Legend

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The recall is based on vehicles equipped with power steering pumps supplied by ZF from February to September 2020.

Production Dates : MAR 02, 2020 - APR 29, 2020

VIN Range 1 : Begin : 5VCCCLEHXLC232437 End : 5VCCCLEG0MC233802 ☒ 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 steering assist could result in a sudden increase of steering effort, increasing the risk of property damage, personal injury or 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 : Loss of power steering fluid, growling noises when turning.

Involved Components :

Component Name 1 : Power Steering Pump

Component Description : Power Steering Pump

Component Part Number : Autocar 3840015-012 ZF PS322416L10300

Component Name 2 : Power Steering Pump

Component Description : Power Steering Pump

Component Part Number : Autocar A3840015-009 ZF PS322816L10200

Component Name 3 : Power Steering Pump

Component Description : Power Steering Pump

Component Part Number : Autocar A3840015-005 ZF PS362816L10300

Component Name 4 : Power Steering Pump

Component Description : Power Steering Pump

Component Part Number : Autocar A3840015-008 ZF PS362816R10500

Supplier Identification :

Component Manufacturer

Name : ZF North America Inc

Address : Commercial Steering Sysyems
800 Heath St Lafayette Indiana 47904

Country : United States

Chronology :

On August 9, 2021, ZF notified Autocar that ZF's processes for the part at issue were out of control between May 2020 and September 18, 2020. After this notification, it was determined that there was potential field exposure for the issue with Autocar. Between August 10th and August 23rd, 2021 the matter was examined, the data was collected, and reviewed. On August 24, 2021, the details were presented to the Autocar Management team, and out of an abundance of caution, Autocar decided to submit a voluntary safety recall for this issue.

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 power steering pump will be replaced with a part that is properly machined and without defect.
Identify How/When Recall Condition was Corrected in Production :	Autocar received and installed power steering pumps that were properly assembled and machined during September - October 2020.

Recall Schedule :

Description of Recall Schedule :	Autocar will notify dealers and customers beginning October 28, 2021 and ending October 29, 2021
Planned Dealer Notification Date :	OCT 28, 2021 - OCT 29, 2021
Planned Owner Notification Date :	OCT 28, 2021 - OCT 29, 2021

* NR - Not Reported