



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 23, 2021

Ms. Morgan Fox
Parts and warranty manager
Sutphen Corporation
49 N. Ludlow Rd.
Urbana, OH 43078

NEF-107MR
21V-891

Subject: Broken Shaft Seal May Cause Loss of Power Steering

Dear Ms. Fox:

This letter serves to acknowledge Sutphen Corporation'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:
SUTPHEN/FIRE TRUCK/2020

Mfr's Report Date: November 17, 2021

NHTSA Campaign Number: 21V-891

Components:
STEERING:HYDRAULIC POWER ASSIST:PUMP

Potential Number of Units Affected: 20

Problem Description:

Sutphen Corporation (Sutphen) is recalling certain 2020 Sutphen Fire trucks. Pressure may build in the power steering pump and break the shaft seal, resulting in a loss of power steering assist.

Consequence:

A loss of power steering assist can increase the risk of a crash.

Remedy:

Dealers will inspect the power steering pump serial numbers, and the affected pumps will be replaced, free of charge. Owner notification letters are expected to be mailed November 2021. Owners may contact Sutphen customer service at 1-614-889-1005.

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.

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).

As stated in Part 573.7, submission of the first of eight 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.

Sutphen Corporation's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



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