

Part 573 Safety Recall Report

22E-050

Manufacturer Name : Nova Bus (US) Inc.

Submission Date : JUN 17, 2022

NHTSA Recall No. : 22E-050

Manufacturer Recall No. : CR5281



Manufacturer Information :

Manufacturer Name : Nova Bus (US) Inc.

Address : 260 Banker Road
PLATTSBURGH NY 12901

Company phone : 450-472-6410

Population :

Number of potentially involved : 1

Estimated percentage with defect : 1 %

Equipment Information :

Brand / Trade 1 : Sheppard

Model : M110P

Part No. : N34355

Size : NR

Function : Steering

Descriptive Information : Nova Bus have identified the corresponding parts sold in aftermarket from 06/01/2021 Sheppard earliest manufacturing date to 06/07/2022 Nova Bus aftermarket inventory clean date.

According to Sheppard 22E047: "A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted."

Production Dates : JUN 01, 2021 - FEB 10, 2022

Description of Defect :

Description of the Defect : According to Sheppard 22E047: "Steering gear was assembled with fewer than the required number of recirculating balls which can lead to a fracture in the steering gear worm-shaft and loss of vehicle steering."

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : According to Sheppard 22E047: "A steering gear with fewer than the required number of recirculating balls"

may bind when loads are applied. In some cases the balls may align on the same side of the gear's worm-shaft and concentrated loads may cause the gear's internal parts to fracture resulting in loss of vehicle steering. Loss of steering increases the likelihood of a crash. "

Description of the Cause : According to Sheppard 22E047: "An anomaly in the steering gear recirculating ball insertion operation occurred during assembly. Subsequent rework processes and inspections did not detect the missing recirculating balls."

Identification of Any Warning that can Occur : According to Sheppard 22E047: "Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available."

Involved Components :

Component Name : Steering Gear

Component Description : MP110PHJ11

Component Part Number : N34355

Supplier Identification :

Component Manufacturer

Name : R.H. SHEPPARD CO., INC

Address : 101 Philadelphia Street
P.O. Box 877 Hanover Pennsylvania 17331-0877

Country : United States

Chronology :

2022-06-06: Nova Bus is informed by its sister company, Volvo Trucks North America, that Prevost and/or Nova Bus may be impacted by the Sheppard Equipment Recall 22E047.

2022-06-06: Nova Bus confirms it does not use Sheppard steering gear in production for many years but suspect parts may be involved with the aftermarket.

2022-06-07: Nova Bus receives more information about the suspect steering gears identification from Volvo Trucks North America.

2022-06-07: Nova Bus Parts (aftermarket) confirms 7 parts in stock with the affected date codes and 1 part was sold to a US customer. Affected aftermarket parts are quarantined until remedied.

2022-06-07: This Potential Safety-Related Issue scheduled for evaluation by the Nova Bus Product Safety Committee but could not be evaluated during the meeting.

2022-06-14: The Product Safety Committee determines a Safety-Related Defect exists.

2022-06-17: Nova Bus submits an Equipment Recall Report to NHTSA.

Description of Remedy :

Description of Remedy Program : According to Sheppard 22E047: "A remedy program is under development. The 573 will be amended once an inspection and remedy plan has been developed."
Nova Bus is waiting for the Sheppard instructions to remedy the steering gears.
Nova Bus will provide a service document to perform the remedy. All costs associated with this corrective measure will be covered by Nova Bus for its customers. Pre-notification remedies will be addressed using the general reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : According to Sheppard 22E047: "N/A at this time"

Identify How/When Recall Condition was Corrected in Production : According to Sheppard 22E047: "On Feb 10, 2022 the recirculating ball insertion process control was enhanced. Additional process controls and inspectors were added to the process to verify that the correct number of recirculating balls in each steering gear."

Recall Schedule :

Description of Recall Schedule : Note Nova Bus does not have a dealer network and the dates entered for the planned dealer notification begin/end dates are only to avoid NHTSA Recall Portal error when submitting the recall report.

Planned Dealer Notification Date : JUL 29, 2022 - JUL 29, 2022

Planned Owner Notification Date : JUL 29, 2022 - JUL 29, 2022

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported