

Part 573 Safety Recall Report

23V-018

Manufacturer Name : Autocar, LLC

Submission Date : APR 11, 2023

NHTSA Recall No. : 23V-018

Manufacturer Recall No. : ACX-2301



Manufacturer Information :

Manufacturer Name : Autocar, LLC

Address : 551 S WASHINGTON STREET
HAGERSTOWN IN 47346

Company phone : 7654895499

Population :

Number of potentially involved : 206

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2023 Autocar ACX (Xpeditor)

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : All natural gas powered Autocar ACX units manufactured with the instrumentation programming error are included.

Production Dates : JAN 05, 2021 - SEP 19, 2022

VIN Range 1 : Begin : 5VCACSCCEXMC235088 **End :** 5VCACLDF8PC241053 Not sequential

Description of Defect :

Description of the Defect : A programming error can result in a false fuel level reading of 50%

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the programming error results in a false fuel level reading, the vehicle could run out of fuel and stall unexpectedly, increasing the risk of a crash.

Description of the Cause : An Autocar programming error occurred during manufacturing.

Identification of Any Warning that can Occur : The fuel level will indicate 50% constant.

Involved Components :

Component Name 1 : Fuel Level Software

Component Description : Software - Autocar Proprietary

Component Part Number : No part numbers are assigned

Supplier Identification :

Component Manufacturer

Name : Autocar LLC

Address : 551 S Washington St
Hagerstown Indiana 47346

Country : United States

Chronology :

November 4, 2022, Autocar personnel identified an error regarding the fuel level and began investigating. November 11, 2022, A new programming version was developed, and the release initiated to address the fuel level error. November through December 2022 Internal development and validation continued. January 13, 2023, all relevant information was presented to Autocar's management team and out of an abundance of caution, Autocar decided to perform a voluntary safety recall.

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. The owner letter 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, on file with the agency pursuant to 49 C.F.R. 573.6(c)(8)(i) and 49 C.F.R 573.13

How Remedy Component Differs from Recalled Component : The instrumentation will be reprogrammed to display the correct fuel level.

Identify How/When Recall Condition was Corrected in Production : The instrumentation programming was changed, and a clean point was established for production November 11, 2022.

Recall Schedule :

Description of Recall Schedule : Owner and dealer notifications will begin March 23, 2023, and end March 24, 2023.

Planned Dealer Notification Date : MAR 23, 2023 - MAR 24, 2023

Planned Owner Notification Date : MAR 23, 2023 - MAR 24, 2023

* NR - Not Reported