

Part 573 Safety Recall Report

23V-366

Manufacturer Name : Marion Body Works Inc.

Submission Date : MAY 31, 2023

NHTSA Recall No. : 23V-366

Manufacturer Recall No. : 23V-156



Manufacturer Information :

Manufacturer Name : Marion Body Works Inc.

Address : 211 West Ramsdell St.

Marion WI 54950

Company phone : 715-754-5261

Population :

Number of potentially involved : 2

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Spartan Fire 2022 Gladiator & 2023 MetroStar

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The emergency response cab chassis affected by this recall are equipped with an Allison Transmission GEN 6 Transmission Control Module (TCM) with C224 software. Spartan Fire Chassis pulled serial numbers for all the GEN 6 TCMs for the Pumper application and sent to W.W.Williams (authorized distributor for Allison that Spartan uses for purchase of Allison TCMs) to verify the software installed to determine the affected cab chassis.

Quantity 21 - Gladiator 2022 trucks affected.

Quantity 28 - MetroStar 2022 trucks affected.

Quantity 13 – FC-94 2022 trucks affected.

Quantity 1 – KME Panther 2022 trucks affected.

Quantity 14 – Gladiator 2023 trucks affected.

Quantity 45 – MetroStar 2023 trucks affected.

Quantity 39 – FC-94 2023 trucks affected.

Quantity 4 – KME Panther 2023 trucks affected.

Quantity 1 – MetroStar 2024 trucks affected.

Production Dates : AUG 30, 2022 - FEB 03, 2023

VIN Range 1 : Begin : 4S9CU2D97PC560442 **End :** 4S9AU2D98NC560129

☒ Not sequential

Description of Defect :

Description of the Defect : A population of GEN 6 TCMs may fail to achieve 4th gear lock up when initiating the pump mode sequence after reversing the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Failing to engage 4th gear lock up will prevent the vehicle from achieving the

Description of the Safety Risk : full sequence needed to pump water. This increases the risk of personal injury and equipment damage.

Description of the Cause : There is an oversensitive refresh rate for the driveline sensor with TCM software level C224, which causes the failure to engage 4th gear lockup.

Identification of Any Warning that can Occur : The failure could occur without warning.

Involved Components :

Component Name 1 : Transmission Control Module (TCM)

Component Description : GEN 6 TCM with C224 code

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Allison Transmission

Address : One Allison Way
Indianapolis Indiana 46222

Country : United States

Chronology :

In January 2023 – Spartan Fire received notice from Final Stage Manufacturer of potential issue with 4th gear lock up. Spartan Engineering and customer service started an investigation.

February 2, 2023 – PSR team was created.

February 2 – 14, 2023 - Working with W.W. Williams on issue, potential cause, risk and remedy.

February 14 - 17, 2023 - A population was identified with W.W. Williams. Risk assessment completed internally. Stop ship issued within Spartan Fire.

February 22, 2023 - Escalated the issue to REV Group Management.

March 3, 2023 – REV's senior leadership approved a voluntary recall for this issue.

May 5, 2023 - Marion Body Works was notified of this issue and began the process of correction.

Description of Remedy :

Description of Remedy Program : : Spartan will work with the vehicle owners and Allison Transmission service centers to help reflash the TCMs. The vehicles that have been remedied would have been covered through the normal warranty process

How Remedy Component Differs from Recalled Component : Same component but will be reflashed with the most modern software

Identify How/When Recall Condition was Corrected in Production : W.W. Williams had Allison Transmission change over all of Spartan Fire's software levels to C232 on February 21, 2023. The remedy was applied in production at Spartan Chassis for affected inventory and vehicles on February 22, 2023.

Recall Schedule :

Description of Recall Schedule : Spartan to begin Dealer and Final Stage Manufacturer notifications by week of April 10, 2023 and owner notifications the week of April 17, 2023.

Planned Dealer Notification Date : MAY 30, 2023 - MAY 30, 2023

Planned Owner Notification Date : MAY 30, 2023 - MAY 30, 2023

* NR - Not Reported