

# Part 573 Safety Recall Report

# 19V-894

**Manufacturer Name :** Maintainer Corporation of Iowa, Inc.**Submission Date :** DEC 16, 2019**NHTSA Recall No. :** 19V-894**Manufacturer Recall No. :** Spartan 19V-523**Manufacturer Information :****Population :**

Manufacturer Name : Maintainer Corporation of Iowa, Inc.

Number of potentially involved : 1

Address : 1701 2nd Ave.

Estimated percentage with defect : 100 %

Sheldon IA 51201

Company phone : 712-324-8125

**Vehicle Information :**

Vehicle 1 : 2019-2019 Maintainer Custom Bodies Heavy Rescue

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The recall population was determined based on VIN information obtained from Spartan Motors USA regarding their recall number 19015 (19V-523) This only affects one unit manufactured by Maintainer Custom Bodies.

Production Dates : JUL 01, 2019 - AUG 30, 2019

VIN Range 1 : Begin : 4S7CU2D93KC086670 End : 4S7CU2D93KC086670

☐ Not sequential**Description of Defect :**

**Description of the Defect :** Upper shock bolts may break allowing the shock to possibly sheer the poppet on the steering gear causing a loss of power steering fluid.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Loss of power steering fluid could result in a loss of power steering assist, increasing the risk of a crash.

**Description of the Cause :** The upper shock mounting hardware may come loose over time due to improper joint clamp load for the shockeye.

**Identification of Any Warning that can Occur :** While a broken shock bolt may be detected by a rattling noise or rough ride, the shock bolt may break without warning.

**Supplier Identification :****Component Manufacturer**

Name : Spartan Motors USA  
Address : 1541 Reynolds Road  
Charlotte MICHIGAN 48813  
Country : United States

**Chronology :**

Through investigation of recall 19V-360 we learned of recall 19V-523. Information was requested and received from Spartan Motors USA on 12/13/19 of recall 19V523 which indicated that the original notification emailed to Maintainer Custom Bodies was sent to an undeliverable email address that was (deactivated on 3/06/19)

**Description of Remedy :**

Description of Remedy Program : Refer to Safety Recall Report 19V-523  
Maintainer Custom Bodies will issue an owner notification letter to the one unit in this population. Spartan will make arrangements to have the new shock bolts, and shims added if necessary. Replaced at no charge. All vehicles affected by this recall are within their warrenty period and any identified non-conforming parts would be replaced through warranty.

How Remedy Component Differs from Recalled Component : Refer to Safety Recall Report 19V-523

Identify How/When Recall Condition was Corrected in Production : Refer to Safety Recall Report 19V-523

**Recall Schedule :**

Description of Recall Schedule : Maintainer Custom Bodies has notified the customer and will send the owner notification letter.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : DEC 16, 2019 - JAN 16, 2020

\* NR - Not Reported