Part 573 Safety Recall Report 25V-077

Manufacturer Name : Terberg Benschop B.V.
Submission Date : FEB 19, 2025
NHTSA Recall No. : 25V-077
Manufacturer Recall No. : CAM0175

Manufacturer Information :

Manufacturer Name : Terberg Benschop B.V.
Address : Oranje-Nassaustraat 10
Benschop 00 3405XK
Company phone : 348459294

Population :

Number of potentially involved : 33
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 Terberg YTxx3
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL
Descriptive Information : during internall assessment of assembly procdure it was found that incorrect tooling was used by assembly team. This has been rectified once noticed. Earlier assembled vehicles are excluded as they have been rectified earlier due to an earlier rectification campaign.
Production Dates : MAR 12, 2024 - DEC 23, 2024

VIN Range 1 :	Begin :	XLWYT2237RA736944	End :	XLWYT2239RA736945	☑ Not sequential
VIN Range 2 :	Begin :	XLWYT2234RA736948	End :	XLWYT2236RA736949	☑ Not sequential
VIN Range 3 :	Begin :	XLWYT223XRA736968	End :	XLWYT223XRA736968	☑ Not sequential
VIN Range 4 :	Begin :	XLWYT2235RA736974	End :	XLWYT2236RA736983	☑ Not sequential
VIN Range 5 :	Begin :	XLWYT2232RA736995	End :	XLWYT1936RA738846	☑ Not sequential
VIN Range 6 :	Begin :	XLWYT2237RA736944	End :	XLWYT1936RA738846	☑ Not sequential

Description of Defect :

Description of the Defect : one bolt of the steering arm mounting towards steering knuckle has been tightened to an incorrect torque
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : connection between steering arm and steering knuckle can become insecure after a lot overstress situations. This will affect the ability to drive, steer and brake the vehicle. In certain conditions this could even lead to a vehicle crash without prior warning.
Description of the Cause : use of wrong tooling during assembly

Identification of Any Warning that can Occur :	during service rust marks could be visible on the connection of the steering arm. Checking the condition of the steering system is part of the first and all periodic service instructions.

Involved Components :

Component Name 1 :	steering arm
Component Description :	steering arm for Left Hand Drive mechanical steering system
Component Part Number :	t18036175

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

January 2025 during an assessment of our production line it was found that one of the two bolts of the steering arm mounting was tightened with a too low torque setting. (300 Nm instead of 750) At that time we were unaware if this could be a safety riks or not. Hence enginering department was tasked to caluculate what the effect of this too low torque setting could be. February 4th these calculations were finished and they showed that the pre tension on the bolt was lower then the maximum force of the steering system on the bolt. This means that the steering system could pull the steering arm loose from the steering knuckle (only in a very unlikely situation where the front wheel movement is blocked by external obstacle). The so created gap between steering knuckle and steering arm can then fill with water, causing corrosion etc. This could in time lead to an insecure connection between steering arm and steering knuckle. Thefore a fied remedy is in place.

Description of Remedy :

Description of Remedy Program :	End-customers will be actively informed by their local dealer, and the dealer will come to the customer site to repair the vehicle free of charge. The steering arm will be dismounted, thread holes will be cleaned, new bolts will ben installed and tightened to the correct torque setting. When any costs have been the result of this defect prior to this notification please make sure that these costs are forwarded to the distributor as the vehicle is still under warranty. The local dealer will have to contact the distributor (Terberg Taylor Americas LLC) to issue a warranty request to Terberg Benschop B.V.
How Remedy Component Differs from Recalled Component :	The bolts will now be tightened to the correct torque level. Visually there will be no difference.
Identify How/When Recall Condition was Corrected in Production :	as soon as the defect was found in production in Januari 2025 all assembled, but not delivered vehicles have been reworked. Production has been given the right tooling and instructions to ensure bolts are tightened correctly.

Recall Schedule :

Description of Recall Schedule :	the coming weeks will be used to prepare a work instruction for the field campaing, to indentify the exact location of all vehicles, it looks as if a certain number is not yet delivered to the end customer, but still in stock at dealerships. Once dealers are informd the ownders will be notifified
Planned Dealer Notification Date :	FEB 24, 2025 - MAR 07, 2025
Planned Owner Notification Date :	MAR 10, 2025 - MAR 28, 2025

* NR - Not Reported