

Part 573 Safety Recall Report

25V-268

Manufacturer Name : Shyft Group**Submission Date :** APR 22, 2025**NHTSA Recall No. :** 25V-268**Manufacturer Recall No. :** 25-09**Manufacturer Information :**

Manufacturer Name : Shyft Group

Address : 1541 Reynolds Road
Charlotte MI 48813

Company phone : 517-543-6400

Population :

Number of potentially involved : 163

Estimated percentage with defect : 14 %

Vehicle Information :

Vehicle 1 : 2022-2025 Utilmaster Aeromaster Upfit

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : NR

Descriptive Information : The recall population was determined by using production and personnel records to identify a change in personnel within the work center where suspension seat installation occurs.

Production Dates : JUN 04, 2024 - MAR 18, 2025

VIN Range 1 : Begin : 4UZAAPFD9RCVA5784 End : 4UZAAPFD7SCVR1719 Not sequentialVIN Range 2 : Begin : 1F65F5KN2N0A10596 End : 1F65F5KN9R0A01061 Not sequentialVIN Range 3 : Begin : 4T9BACAA2RB208678 End : 4T9BACAA4RB208679 Not sequentialVIN Range 4 : Begin : 4UZAETG6XNCNN6707 End : 4UZAETG63NCNN6709 Not sequentialVIN Range 5 : Begin : 4UZAARFC0RCVK5834 End : 4UZAARFD6SCVV6925 Not sequential**Description of Defect :**

Description of the Defect : The suspension seat mounting fasteners may have been improperly torqued.

FMVSS 1 : 207 - Seating systems

FMVSS 2 : NR

Description of the Safety Risk : Improperly torqued seat mounting fasteners may fail during a crash causing the seat(s) to move which could increase the risk of occupant injury.

Description of the Cause : Change in personnel within the offline process work center where suspension seats are installed.

Identification of Any Warning that can Occur : A seat mounting fastener may be loose or fail without warning.

Involved Components :

Component Name 1 : Magnum Suspension Seat Fasteners

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On 3/27/25, Utilimaster Quality Auditor at Bristol Manufacturing plant escalated an issue where a Seat Tether nut was not present during an underbody inspection and units with the tether options were placed on Quality Ship Hold. Within the same day, a corrective action review team determined the issue required having a problem solving team assigned to address the containment for improper fastener torque.

On 3/29/25 thru 4/10/25 containment of in-production vehicles and inspection activity occurred. Starting on 4/3/25 through 4/8/2025, Quality Alerts were initiated to address the nonconforming installations.

On 4/3/25 Problem Solving Team expanded the investigation to shipped units.

4/4/25 Initial population established.

4/7/25 PSR team meeting to review inspection data.

4/11/25 PSR team met to further review data and complete Risk Assessment.

4/14/25 PSR team met to review data and new information found that increased population.

4/15/25 Book ends dates established on potential population.

On 4/16/25, the Campaign Approval Board convened and made the business decision that a recall was warranted for this issue.

Final population was established on 4/21/25 based on employee history and production records.

Description of Remedy :

Description of Remedy Program :	The suspension seat mounting fasteners will be inspected for proper torque and if necessary, or tightened to the appropriate value or replaced with proper torque applied. All vehicles subject to this recall are within their upfit warranty period. Although we are not aware of any complaints/claims involving failed suspension seat mounting fasteners, any claim would have been paid through normal course at no charge to the customer.
How Remedy Component Differs from Recalled Component :	The suspension seat mounting fasteners will be marked with a contrasting color from other marks on the fasteners indicating proper torque.
Identify How/When Recall Condition was Corrected in Production :	The issue was identified in production during a routine quality inspection audit. Once identified, Quality Alerts were issued for the containment of suspect vehicles and training of the operators to use the appropriate process using calibrated tool was reimplemented following issued Quality alerts.

Recall Schedule :

Description of Recall Schedule :	NR
Planned Dealer Notification Date :	APR 28, 2025 - MAY 02, 2025
Planned Owner Notification Date :	MAY 07, 2025 - MAY 23, 2025

* NR - Not Reported