

Howell, Rosa (NHTSA)

From: Tim.Nalepka@MCICoach.com
Sent: Friday, August 17, 2012 4:14 PM
To: Willard, Richard (NHTSA)
Cc: York, Bruce (NHTSA)
Subject: MCI'S RESPONSE TO SUPPLEMENTAL REQUESTS 6 - 9 FROM NHTSA RE PE12-007
Attachments: MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 7__8_17_12.xlsx; MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 6__8_17_12.xlsx; SUPP REQ 8 COPIES 8_17_12.pdf; MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 9__8_17_12.xlsx

Ric,

Please see MCI's responses below to NHTSA's supplemental requests 6 through 9.

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<Richard.Willard@dot.gov>

06/14/2012 09:53 AM

To <Tim.Nalepka@MCICoach.com>

cc <Bruce.York@dot.gov>

Subject RE: MCI'S RESPONSE TO SUPPLEMENTAL REQUESTS FROM NHTSA RE PE12-007

Thank you Tim,

This new information suggests the need for additional supplemental information requests; it also appears to be incomplete. Specifically your response has made us aware of at least two additional transmissions of the same or longer length than those subject to PE12-007. It has also made us aware of an MCI retrofit kit (T13-1058B) designed to install a transmission that is subject to this investigation and to buses that may not otherwise have been included in its scope.

From our conversation on Tuesday I understand there may have been some confusion over whether ODI was interested in buses with Allison B500 transmissions. I think to get a full picture we must look at the production, warranty and claims of all MCI buses that have been equipped with a steerable tag axle that is substantially similar to those involved in this investigation regardless of powertrain combination. We would also like to know which of those buses have had changes made to powertrain combinations that would affect the drive shaft length through an MCI designed retrofit kit.

Once again, please propose a response plan if you need longer than two weeks to reply to any of the below requests.

5. In MS Excel or compatible format, entitled "PRODUCTION_DATA_ALL_AMENDED," and except were previously provided in relation to this investigation, state, by model, model year and transmission, how many vehicles originally equipped with substantially similar steerable tag axles to those of the vehicles subject to this investigation MCI has manufactured for sale or lease in the United States between model years 1992 and 2013. For each vehicle provide the following:

a. VIN;

- b. Model;
- c. Model Year;
- d. Engine;
- e. Transmission;
- f. Length of related driveshaft;
- g. Date of vehicle manufacture;
- h. Date warranty coverage commenced;
- i. The purchaser (company name); and
- j. The part number of related driveshaft.

6. State, by model, model year, engine and transmission, a total count for all of the following categories of claims, collectively, that have been paid by MCI to date that relate to, or may relate to, the alleged defect or alleged failure mode of PE12-007 in the vehicles identified in request no 3 below or no 5 above: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

At a minimum please consider any claim that involves the combination of a driveshaft and/or driveshaft universal joint and any other subject component from this investigation to be related to the alleged defect or alleged failure mode.

Separately, for each such claim, state the following information:

- a. MCI's claim number;
- b. VIN;
- c. Vehicle's owner or fleet name (and fleet contact person) and telephone number;
- d. Vehicle's model, and model year;
- e. Vehicle's transmission;
- f. Vehicle's engine;
- g. Vehicle's build date;
- h. Warranty start date;
- i. Incident date;
- j. Report date;
- k. Part numbers for each subject component involved;
- l. Vehicle's mileage at time of repair;
- m. Repairing facility's name, telephone number, and address;
- n. Labor operation number;
- o. Problem code;
- p. Replacement part number(s) and description(s);
- q. Concern stated by customer; and
- r. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in MS Access or a compatible format, entitled "WARRANTY DATA_SUBJECT_SUPP."

Please see the attached spreadsheet for the data that MCI has been able to locate in response to this request.

- 7. Describe in detail the search criteria used to identify the claims in response to Requests No 6 above.

MCI searched its databases for the words and part numbers set forth in the attached spreadsheet.

- 8. Except were previously provided in relation to this investigation, state the number and provide copies of each of the following, received by MCI, which relate to, or may relate to, the alleged defect or alleged failure mode of PE12-007 in the vehicles identified in request no 3 below or no 5 above:

- a. Consumer / fleet complaints;
- b. Field reports;

- c. Reports involving a crash, injury, or fatality;
- d. Reports involving a fire;
- e. Property damage claims;
- f. Third-party arbitration proceedings where MCI is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which MCI is or was a defendant or codefendant.

State the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same unit are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

Please see the attached service reports, and the spreadsheet attached below in response to request 9, for the data that MCI has been able to locate in response to this request.

9. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 8 above, state the following information:

- a. VIN;
- b. Vehicle's owner or fleet name (and fleet contact person), address, and telephone number;
- c. Vehicle's model and model year;
- d. Vehicle's transmission;
- e. Vehicle's mileage at time of incident, if known;
- f. Part numbers for each subject component involved;
- g. Incident date;
- h. Report date;
- i. Date of manufacture;
- j. Date warranty coverage commenced;
- k. Concern stated by the customer; and
- l. MCI's assessment of the incident.

Please see the attached spreadsheet for the data that MCI has been able to locate in response to this request.

10. Please state how many retrofit kits were sold that would have changed the length of the powertrain driveshaft by kit number. In MS Excel or compatible format, entitled "PRODUCTION_DATA_KIT," state the vehicles that have received such retrofitting. For each vehicle provide the following:

- a. VIN;
- b. Model;
- c. Model Year;
- d. Engine;
- e. Transmission;
- f. Length of replacement driveshaft;
- g. The part number of replacement driveshaft;
- h. Retrofit kit number; and
- i. The purchaser (company name).

Except were previously supplied, provide a copy of the installation manual for each kit.

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