



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation:	PE 14-035	Date Closed:	05/22/2015
Date Opened:	11/21/2014	Reviewer:	Bruce York-B
Investigator:	Peter Kivett		
Approver:	Stephen Ridella		
Subject:	Loss of Instrument Cluster Functions		

MANUFACTURER & PRODUCT INFORMATION

Manufacturer:	Wheeled Coach Industries, Inc.
Products:	2010 Wheeled Coach Business Class M2
Population:	18
Problem Description:	Loss of instrument panel cluster functions and other electrical issues in an emergency response vehicle affecting its ability to safely complete its mission.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	0	18	18
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	1	Confidential	Confidential

*Description of Other: Fleet contact and manufacturer submitted EWR data.

ACTION / SUMMARY INFORMATION

Action: This investigation is closed with Safety Recall 15V-120

Summary:

On November 21st 2014 the Office of Defects Investigations (ODI) opened Preliminary Evaluation PE14-035 on Wheeled Coach model year 2012 Business Class M2 ambulances. According to EWR reports the transmission control pad would fail, emergency lights would flash randomly on the cab/chassis, complete loss of the instrument cluster, and windshield wipers turning on without the ability to turn them off. Without cab or instrument lighting, the EMS responders are unable to complete their mission and service patients.

On January 13th 2015 the manufacture supplied two exemplar subject vehicles for inspection. During this inspection Wheeled Coach representatives identified a remedy implemented on one of the defective vehicles. This remedy involved the installation of dedicated power and ground source wires to the computer controlling dash functions, lighting, and the transmission function pad. After this repair was completed the problem was shown to be resolved.

With Wheeled Coach's safety recall 15V-120 implementing the remedy displayed during the field inspection, this investigation is closed.