



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 14-035
Date Opened: 11/21/2014
Investigator: Peter Kivett
Approver: Frank Borris
Subject: Loss of Instrument Cluster Functions
Reviewer: Bruce York-B

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Wheeled Coach Industries, Inc.
Products: 2010 Wheeled Coach Business Class M2
Population: 29 (Estimated)
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	0	0
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	Confidential	Confidential

***Description of Other:** Manufacturer submitted EWR data

ACTION / SUMMARY INFORMATION

Action: This Preliminary Evaluation is opened.

Summary:

In March 2014 a rescue vehicle repair facility in the Washington metropolitan area reported to the Office of Defects Investigation (ODI) that several 2010 Wheeled Coach Emergency Response vehicles experienced loss of instrument panel cluster functions (IPC) and dash lights. The repair facility alleged that this problem occurred numerous times on multiple vehicles while en-route to emergency calls. The repair facility indicated to ODI that the manufacturer sent technicians on multiple occasions to fix the defect however, the problem still exists. A review of Early Warning Reporting data submitted to ODI by the manufacturer revealed similar failures.

The alleged failure involves a combination of issues: the transmission control pad failing, emergency lights flashing 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 service patients.

A Preliminary Evaluation has been opened to assess the scope, frequency and safety-related consequences of the alleged defect.