

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report³

On FEB. 27, ²⁰⁰³~~2001~~, SOUTHERN COMFORT CONVERSIONS [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: MARCH 3, 2003

Furnish the manufacturer's identification code for this recall (if applicable): _____

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

SOUTHERN COMFORT CONVERSIONS, INC

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

CHUCK GOLSON, DIRECTOR OF ENGINEERING

Telephone Number: 205-655-0919 Fax No.: 205-661-2533

Name and Title of Person who prepared this report.

CHUCK GOLSON
DIRECTOR OF ENGINEERING

Signed: 

³Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): GMC/CHEV Model Years Involved: 2000-2003 Model(s): SAVANA, TAHOE
YUKON, SUBURBAN

Production Dates: Beginning: 8/2000 Ending: 3/2003

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): FORD Model Years Involved: 2000-2003 Model(s): SAVANA, EXPEDITION
EXPEDITION

Production Dates: Beginning: 8/2000 Ending: 3/2003

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): DODGE Model Years Involved: 2000-2003 Model(s): MINIVAN

Production Dates: Beginning: 8/2000 Ending: 3/2003

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period. 57%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
GMC/CHEVY E-VAN	2000-2003	592
FORD E-VAN	2000-2003	41
GMC/CHEVY TAHOE/YUKON/SUBURBAN	2000-2003	2,123
FORD EXPLORER/EXPEDITION	2000-2003	33
GMC/CHEVY TRUCK	2000-2003	829
FORD TRUCK	2000-2003	14
DODGE MINIVAN	2000-2003	42

Total Number Potentially Affected by the Recall:

3674

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

RECALL POPULATION WAS DETERMINED BY SEARCHING OUR
DATABASE FOR ALL UNITS INVOICED WITH FEATURE CODES THAT
INCLUDED SCC MANUFACTURED RUNNING BOARDS. BEGINNING
DATE WAS DETERMINED BY USING THE FIRST RECEIPT DATE
OF THE LIGHT HARNESSES IDENTIFIED AS DEFECTIVE. END
DATE WAS THROUGH CURRENT PRODUCTION.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

ON THE EFFECTED UNITS, SEE INSTALLED RUNNING BOARDS THAT CONTAIN AN INTEGRATED COURTESY LIGHT SUPPLIED BY ATC, INC., PART NO. R31-01. UNDER EXPOSURE TO EXCESSIVE MOISTURE & ROAD SALT, CORROSION CAN OCCUR LEADING TO AN OVER-CURRENT CONDITION IN THE WIRE. THIS CAN CAUSE THE WIRE TO OVERHEAT/MELT THE RUNNING BOARD.

Describe the cause(s) of the defect or noncompliance condition.

UNDER EXPOSURE TO MOISTURE AND/OR ROAD SALT, CORROSION MAY OCCUR LEADING TO AN OVER-CURRENT CONDITION IN THE WIRE. THIS CAN CAUSE OVERHEATING, MELTING THE RUNNING BOARD.

Describe the consequence(s) of the defect or noncompliance condition.

THE OVERHEATING OF THE WIRING CAN CAUSE THE RUNNING BOARD TO MELT.

Identify any warning which can (a) precede or (b) occur.

NONE

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

AMERICAN TECHNOLOGY COMPONENTS, INC.

2905 LA VENTURE PLACE

EVANSTON, IN 46514

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

ELLEN MYER, WARRANTY & SERVICE ADMINISTRATOR

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

FEB. 19, 2003 - RECEIVED A WARRANTY CLAIM FROM BENJAMIN GMC RE:
BURNED RUNNING BOARD LIGHT. FEB. 20, 2003 - WARRANTY CLAIM FROM
BENJAMIN FOR BURNED A/B LIGHT. FEB. 27, 2003 - CALL FROM RAY SKULLMAN
RE: RUNNING BOARD LIGHT BURNING WHILE VEHICLE WAS IN SERVICE BAY.
FEB 28, 2003 - SECOND INCIDENT AT RAY SKULLMAN.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

MANUFACTURER WILL SUPPLY NEW HOUSINGS WITH THE FOLLOWING:
1). SILICONE BASED SEALANT AT WIRE ENTRY POINT OF LIGHT SOCKET TO PREVENT
MOISTURE WICKING. 2). A 2A PICO FUSE IN LINE ON THE HOT WIRE
TO PROTECT THE LIGHT IN AN OVERCURRENT SITUATION.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

CURRENTLY SUPPLIED PART HAS NO IN-LINE OVERCURRENT
PROTECTION DEVICE AND IS ALSO SUSCEPTIBLE TO MOISTURE
WICKING IN AT THE WIRE ENTRY POINT OF THE LIGHT SOCKET.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

PRODUCTION REMEDY AND FIELD RECALL REMEDY WILL BE
IDENTICAL.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

AS SOON AS PRODUCTION & DELIVERY SCHEDULES ARE
CONFIRMED, A RECALL SCHEDULE WILL BE FORWARDED AS
AN ADDENDUM TO THIS REPORT.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.



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TO: All Southern Comfort Conversions Dealers

SUBJECT: Recall of Vans, Trucks and SUVs

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within 60 days after tender of a vehicle is a prima facie evidence of failure to repair within a reasonable time.

To avoid having any repercussions from vehicle owners, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see from the attached letter that is being sent to owners, the owners are being instructed to contact the Southern Comfort Customer Service Department if their dealer does not remedy the condition at the time of the scheduled appointment. The condition needs to be remedied as amicably as possible because the owners have been instructed on how to contact the National Highway Traffic Safety Administration if they cannot get this repair made.

DEFECT INVOLVED

Southern Comfort Conversions, Inc., has determined that a defect, which relates to motor vehicle safety exists in certain vans, trucks, minivans and SUVs equipped with Southern Comfort manufactured running boards containing certain courtesy lights manufactured by American Technology Components, Inc. These units contain a courtesy light or lights that might overheat when the wire harness is exposed to excessive moisture and road salt. There is the possibility of overheating due to excessive current. This overheating condition can cause the running board to melt.

To prevent this condition from occurring, dealers are requested to remove the existing wire harness from the running board and replace it with the new harness as supplied by Southern Comfort.

VEHICLES INVOLVED

Vehicles involved in this campaign are all GMC Savanna, Chevrolet Express vans, GMC and Chevrolet trucks, Ford E-Vans, Explores and Expeditions and Dodge minivans equipped with running boards manufactured by Southern Comfort Conversions, Inc.,

between August 2000, and March 2003. We have used retail sales reports and other sources to identify the owners of these vans.

OWNER NOTIFICATION

Southern Comfort Conversions will notify owners of this campaign on their vehicles. (A copy of the owner letter is included with this bulletin).

DEALER CAMPAIGN RESPONSIBILITY

All unsold new vehicles in dealer's possession and subject to this campaign must be held and inspected or repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles. Southern Comfort Conversions will provide the dealers with the identification of units involved. Please check all the vehicles in your inventory for any of the listed units.

Dealers are to service all vehicles subject to this campaign at no charge to the owners, regardless of mileage or age of vehicle ownership, from this time forward.

If you have sold any of the units listed as in your inventory, Southern Comfort requests that the dealer contact these new owners and make arrangements for the repairs according to the instructions contained in this bulletin. Please copy the attached owner's letter and mail it to these owners.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle. Every effort will be made by Southern Comfort to locate all involved units during the initial campaign.

RECALL ADMINISTRATION

When a vehicle is brought in for this campaign service, call the Southern Comfort Warranty Department at 1-800-745-6096 to obtain an RA Number. The needed repair parts will be shipped to you immediately by UPS ground. When the repair has been completed invoice Southern Comfort Conversions using the same procedures that are used for any warranty claim. Payment will be made within thirty days.

When Southern Comfort has confirmed the repair appointment with the dealer and the owner, the necessary repair parts will be shipped to the dealership. Each shipment will be marked with the VIN number of a particular unit in order to help trace the repairs. When the repairs are completed, please put the used parts in the new parts carton and return them to Southern Comfort Conversions. Return freight will be allowed when the RA is obtained.

Southern Comfort is allowing 5 minutes per light, maximum of 20 minutes per vehicle for this recall repair. If the repair instructions are not fully understood, please call the Southern Comfort Warranty Department for any needed clarification before proceeding.

Southern Comfort Conversions, Inc., and American Technology Components, Inc., want to express our thanks to all the dealers for helping in this recall campaign. We apologize for any inconvenience this action might cause, but we would never allow any known safety-related defect to exist. We are sure our dealers feel the same way.

Thanks again,

Rod McSweeney,
President, Southern Comfort Conversions, Inc.



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March 7, 2003

Dear Southern Comfort Vehicle owner:

RECALL NOTICE

This recall notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Southern Comfort Conversions, Inc., has determined that a defect, which relates to motor vehicle safety exists in certain vans, trucks, minivans and SUVs equipped with Southern Comfort manufactured running boards containing certain courtesy lights manufactured by American Technology Components, Inc. These units contain a courtesy light or lights that might overheat when the wire harness is exposed to excessive moisture and road salt. There is the possibility of overheating due to excessive current. This overheating condition can cause the running board to melt.

WHAT WE WILL DO

Southern Comfort will replace the defective part in your vehicle either at the Southern Comfort plant, or it will be replaced by one of the dealerships that sell Southern Comfort vans. In either case the repair service will be done without charge to you.

WHAT YOU SHOULD DO

Please contact your Southern Comfort Conversions dealer as soon as possible to arrange a service date so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and parts are available. The labor time necessary to perform this service correction is approximately 5 minutes per light or a maximum of 20 minutes. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

If you take your vehicle to the Southern Comfort Dealer on the agreed service date, and they do not remedy this condition at that time or within three days, we recommend you

contact Southern Comfort Customer Service by calling 1-800-745-6096. We will arrange for prompt attention to your vehicle.

After contacting your dealer and the Southern Comfort Customer Service Department, if you are still not able to have the defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW Washington DC, 20590, or call 1-800-424-9393 (Washington DC residents use 1-202-366-0123).

If you have sold or traded your vehicle, please call Southern Comfort Conversions at 1-800-745-6096 and provide us with any information you might have which will aid us in locating this vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Thank you for your prompt attention to this important matter.

Rod McSweeney
President, Southern Comfort Conversions, Inc.