

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report¹

048.397
Amended

On August 6, 2004, Executive Coach Builders decided that a defect which relates to motor vehicle safety 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: August 20, 2004

Furnish the manufacturer's identification code for this recall (if applicable): D699

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.

Executive Coach Builders

4400 West Production Street

Springfield, MO 65803

Phone: 417-831-3535 Fax: 417-831-0834

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

Dale Richter

VP of Operations

Telephone Number: 417-831-3535 Fax No.: 417-831-0834

Name and Title of Person who prepared this report.

Dale Richter

VP of Operations

Signed:

¹Each 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): Lincoln **Model Years Involved:** 2004 **Model(s):** Town Car

Production Dates: Beginning: 8-5-03 **Ending:** 6-29-04

VIN Range: Beginning: 1L1FM81W04Y601140 **Ending:** 1L1FM81W34Y659176

Vehicle Type: Limousine **Bodystyle:** 120" Stretch

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

Recalled vehicles have the Mastreon Express electrical system and are 120" long. This system is visually determined because there is only one control panel in the rear compartment.

Make(s): Ford **Model Years Involved:** 2004 **Model(s):** Excursion

Production Dates: Beginning: 8-5-03 **Ending:** 6-2-04

VIN Range: Beginning: 1F1NU40574EA00162 **Ending:** 1F1NU40504EC36331

Vehicle Type: Limousine **Bodystyle:** 140" Stretch

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

Recalled vehicles have the Mastreon express electrical system. This system is visually determined because there is only one control panel in the rear compartment.

Make(s): _____ **Model Years Involved:** _____ **Model(s):** _____

Production Dates: Beginning: _____ **Ending:** _____

VIN Range: Beginning: _____ **Ending:** _____

Vehicle Type: _____ **Bodystyle:** _____

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

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
<u>Lincoln Town Car 120" Limousine</u>	<u>2004</u>	<u>69</u>
<u>Ford Excursion 140" Limousine</u>	<u>2004</u>	<u>6</u>

Total Number Potentially Affected by the Recall: 75

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 75 / 196 or 38.3 %

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:

A database is kept including all vehicles built and their respective features / options. We simply sorted the database for all vehicles built with the Mastreon Express electrical system to generate our recalled vehicle list. The Mastreon Express system was installed in some vehicles during the 2004 model year starting with vehicle #4Y003. The last vehicle to get this electrical system was #4Y199, however, not all vehicles in between had this system. Our database indicates which vehicles received the Mastreon Express system and which vehicles received other systems.

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.

The J5 plug connecting into the circuit board behind the driver is overheating to the point that some have shown signs of melting. This could result in a fire. Essentially, the J5 plug connector is overloaded electrically.

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

The cause is that this connector carries current for a 15 amp fiber optic box, a 15 amp condenser fan, and a 3 amp A/C and Heat solenoid. When all of these accessories run concurrently, heat can build up at the J5 plug.

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

The plug can melt and possibly catch on fire.

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

None, unless the vehicle driver looks at the circuit board frequently. If he / she does so, signs of discoloration or melting may be seen prior to a fire.

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

Mastrcon Inc. 757-487-1900; 757-487-5466 fax

50B Beechdale Court

Portsmouth, VA 23702

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

Charles E. Dickens - President

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.

7-7-04: Received call from Four Star Auto (dealership) concerning a problem in the J5 plug on the Mastreon Express board on vehicle 4Y-129.

8-3-04: Received call from Professional Auto Tech (dealership) concerning same J5 plug issue on vehicle 4Y-117, 4Y-044, and 4Y-101

8-5-04: 2nd call from Four Star Auto concerning same J5 plug issue on vehicle 4Y-126

8-9-04: 2nd call from Professional Auto Tech concerning same J5 plug issue on vehicle 4Y-150.

8-9-04: Decision by Executive Coach Builders to recall.

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.

We are installing two additional relays with a separate power source to power the auxillary air conditioner fan and fiber optic box to relieve the amp load on the J5 circuit.

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

Remedy components include 2 relays, 2 relay blocks, 3 fuse holders, and wiring. This set up will use the express board for relay activation only and will therefore eliminate the overload situation. The express board is a circuit board with permanent relays and changeable fuses and 2 control panels (1 in the front of the vehicle and 1 in the rear).

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.

The Mastrecon Express relay board was discontinued.

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.

8-12-04: Owner notification letter sent to NHTSA for approval.

8-13-04: Advance notification to all dealerships & shipment of retrofit kits to them. Kits were just in case owners come in needed repair prior to 8-20-04 notification.

8-19-04: Follow-up phone call to NHTSA to see if Owner Notification letter was approved. Got verbal approval from Pat Wallace to begin notifying owners.

8-20 to 8-27-04: contact all customers and overnight ship the repair parts to them, complete with digital pictures and installation instructions.

8-27 to 9-3-04: follow-up phone calls to all owners to see if repairs have been completed and / or scheduled.

9-3-04 to 9-10-04: 2nd round of follow-up phone calls.

9-24-04: Projected completion date: all vehicles retrofitted.

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.

Completed 8-12-04.