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04V-467

(10 pages)

2004 SEP 24 A 10 30

Safety Defect and Noncompliance Report Guide for Equipment

PART 573 Defect and Noncompliance Report⁴

RECEIVED
365-215

2004 SEP 24 A 10 02

On 9/2, 2004, Collins Bus [MFR] decided that (a defect which relates to motor vehicle safety) (a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in items of motor vehicle equipment 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: 9/16/04

Furnish the manufacturer's identification code for this recall (if applicable): N/A

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

COLLINS BUS
415 W. 6TH STREET
SMITH HUTCHINGS KANSAS 67505

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

Kelli Petz
National Sales manager

Telephone Number: 620-662-9000 Fax No.: 620-662-3838

Name and Title of Person who prepared this report.
VIRGIL SCHRAMM

Signed: *Virgil Schramm*

⁴Each 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) 366-5226 or by FAX at (202) 366-7882.

I. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:

Generic name of the item: WHEELCHAIR SECUREMENT

Make: SURE-LOCK **Model:** _____ CHRISTINA ROG AT SURE-LOCK SALES

Part Number: _____ **Size:** _____

Function: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: _____ **Model:** _____

Part Number: _____ **Size:** _____

Function: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: _____ **Model:** _____

Part Number: _____ **Size:** _____

Function: _____

Model Years Involved: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: _____ **Model:** _____

Part Number: _____ **Size:** _____

Function: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

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.

6%

II. Identifying the Recall Population

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

Model	Year	Number of Items Potentially Involved
<u>WE HAVE NO INFORMATION ON THIS SUBJECT UNTIL SURE-LOK TELL US WE WOULD HAVE TO BELIEVE ALL LITTOD CHAIR SECUREMENTS HAVE THE PROBLEM</u>		

Total Number Potentially Affected by the Recall: ESTIMATED AT 340 BUSES

4. Furnish the approximate percentage of the total number of items of equipment estimated to actually contain the defect or noncompliance: _____

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 items of equipment: SURE-LOK HAS TOLD US WHICH PART NUMBERS ARE INVOLVED. DATES ARE ALSO PROVIDED BY SURE-LOK

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.

WE UNDERSTAND SUB-LOK HAS FILED INFORMATION WITH YOU ON THE
LATCHES INVOLVED. COPIES OF THEIR INFORMATION ARE ATTACHED

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

WE UNDERSTAND IT WAS SOMETHING IN THE MANUFACTURING PROCESS.
WE HAVE NO FIELD REPORTS OF PROBLEMS WITH THIS ITEM.

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

SEE SUB-LOK FOR THIS EXPLANATION

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

DON'T KNOW

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

SUB-LOK INC.

151 INDUSTRIAL PARKWAY

BRANCHBURG, N.J. 08876-3451

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

CHRISTINE ROE

CUSTOMER RELATIONS MANAGER

908-251-1804

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.

SEE SUB-LOK FOR THIS INFORMATION

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.

SEE SUB-LOK INFORMATION

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

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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.

SEE SURG-LOK INFORMATION

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.

WE ARE CURRENTLY RESEARCHING OUR FILES TO ESTABLISH
A CUSTOMER LISTING WITH ADDRESSES. THIS INFORMATION WILL
BE TRANSMITTED TO SURG-LOK FOR CUSTOMER NOTIFICATION
SURG-LOK WILL ADVISE US AS TO COMPLETION DATES

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: These documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

[Site Map](#)**Breaking News**

SAFETY BULLETIN

NHTSA RECALL #04E058

Sure-Lok, Inc. has decided that a defect which relates to motor vehicle safety exists in its Wheelchair Securement Retractor Assemblies. While this defect only occurs in a small number of the retractor assemblies, it needs to be addressed.

The description of the defect is set forth in the Safety Bulletin (Please see PDF file below). As long as this malfunction exists, the wheelchair may not be secured during a crash. Following the instructions set forth in the attached Safety Bulletin will ensure that the problem does not occur regarding your Sure-Lok wheelchair securement systems.

If the system is not checked as the Safety Bulletin instructs, then in a crash the wheelchair could possibly not be secured resulting in injury to the wheelchair passenger.

If you identify a defective retractor assembly, it should be returned to us as instructed. Sure-Lok, Inc. will replace the defective part at no cost. (In the event you have already paid for a replacement of the defective part, Sure-Lok will reimburse you.)

If the above-mentioned recall and remedy are not completed to your satisfaction, you may contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at 888-327-4236 and reference NHTSA Recall #04E058.

We appreciate your business and truly regret any inconvenience that this recall may cause you. Should you require more specific information, contact Sure-Lok Customer Service at 856-787-3585.

 [PDF FILE: NHTSA RECALL #04E058](#)

SURE-LOK

Safe and Secure

SAFETY BULLETIN

NHTSA RECALL #04E058
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August 16, 2004

There is a possibility of a component related defect in Sure-Lok retractable wheelchair tie-down assemblies. It has been identified in only a few retractor assemblies; however, the potential for serious injury is sufficient to warrant this alert. This safety bulletin affects all retractable wheelchair tie-down assemblies shipped through July 2004.

The component defect places the sprocket teeth of the retractor assembly out of alignment, causing the load pawl to not fully seat in the sprocket teeth. ALL retractable wheelchair tie-down assemblies must be inspected for this potential condition. See instructions below. Any retractor, which meets the defined criteria, needs to be removed from service immediately and returned to Sure-Lok for replacement at no charge. Contact Customer Service at 866-787-3565 for further instructions.

Instructions for Inspecting Retractors

Retractor Operation:

Each retractor assembly has a load pawl that engages into two sprockets (one on each side). As the retractor strap is wound into the case, the load pawl ratchets or clicks into the teeth of the sprockets. On units that have the proper alignment (phasing) of the sprockets, the load pawl clicks into and seats in both sprockets simultaneously. On these units, there are 24 teeth encountered on one full rotation of the retractor knob.

On units that exhibit the identified alignment or phase problem, the load pawl does not seat in both sprockets simultaneously, but encounters the sprocket teeth on one sprocket and then the other in succession. One full rotation of the retractor knob will click through 48 teeth (24 teeth for each sprocket) on these units.

SURE-LOK

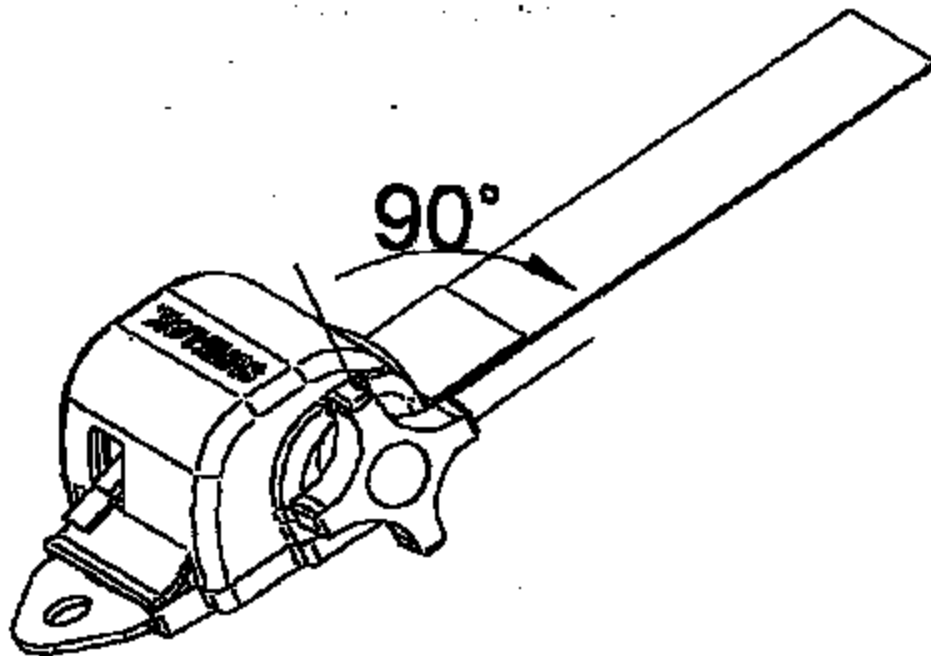
Safe and Secure

SAFETY BULLETIN

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Inspecting Units That Have A Retractor Knob:

Release the retractor strap and pull approximately 1 foot of webbing from the retractor. Position the retractor knob so that one of the lugs on the knob is at the 12:00 o'clock position. Slowly rotate the retractor knob one-quarter rotation (90 degrees) and count the clicks as the load pawl encounters the sprocket teeth. Units that are out of phase and require replacement will have 12 clicks. Contact Sure-Lok customer service at 866-787-3565.



Rotate the knob $\frac{1}{4}$ turn as shown in the picture and count the clicks

6 clicks identifies a properly functioning retractor

12 clicks identifies a defective unit that requires replacement

SURE-LOK

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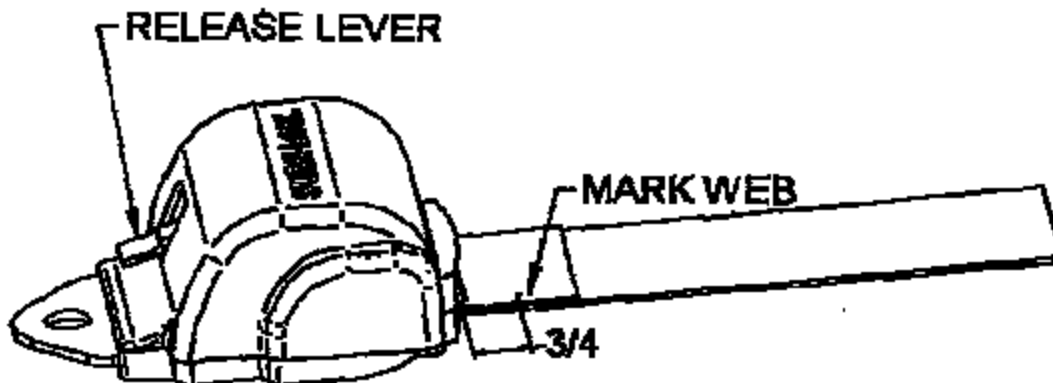
SAFETY BULLETIN

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Inspecting Units That Do Not Have A Retractor Knob:

Fully extend the webbing from the retractor, and measure $\frac{3}{4}$ inch from the entrance throat of the retractor. Draw a line on the webbing at this point $\frac{3}{4}$ inch from the entrance throat of the retractor. While holding the extended webbing taut, slowly depress the release lever to the point that it just releases the web.

Allow the webbing to be drawn into the retractor until the mark that you made is at the entrance of the retractor housing. Go slowly, one ratchet step at a time while counting the feel of ratchet clicks. It is necessary to let the release lever ride over the top of the sprocket teeth to feel the clicks. There should be the feel of six ratchet clicks encountered for a $\frac{3}{4}$ inch length of webbing. 12 clicks over the $\frac{3}{4}$ inch span of webbing indicates a defective retractor which needs to be removed from service immediately. Contact Sure-Lok customer service at 866-787-3565.



6 clicks to retract $\frac{3}{4}$ " of fully-extended web identifies a properly functioning retractor
12 clicks to retract $\frac{3}{4}$ " of fully-extended web identifies a defective unit that requires replacement