

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Responsibility and Reports<sup>1</sup>**

05V-231  
(11 pages)

On April 14, 2005, American Carriage Inc [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 Responsibility and Reports.

Date this report was prepared: May 11, 2005

Furnish the manufacturer's identification code for this recall (if applicable): 05E-015

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.

American Carriage Inc  
1401 Goodrick Tehachapi Ca 93561

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

Phyllis Walker Svc Mgr

Telephone Number: 661 822 1767 Fax No.: 661 822 1796

Name and Title of Person who prepared this report.

Phyllis Walker  
Svc Mgr

Signed:

[Signature]

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<sup>1</sup> Each 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 Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 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): Prevost Model Years Involved: 2003 Model(s): ~~2003~~ H3-45

Production Dates: Beginning: \_\_\_\_\_ Ending: Delivered June 3, 2003

VIN Range: Beginning: 2PCV334953014637 Ending: n/a

Vehicle Type: Bus Bodystyle: \_\_\_\_\_

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

An Aqua Hot which had the affected burner tube was installed in this coach

Make(s): Prevost Model Years Involved: 2004 Model(s): XL11

Production Dates: Beginning: \_\_\_\_\_ Ending: Delivered Jan 14, 2004

VIN Range: Beginning: 2PCW3349231025015 Ending: n/a

Vehicle Type: ~~Coach~~ <sup>Bus</sup> Bodystyle: \_\_\_\_\_

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

An Aqua Hot which had the affected burner tube was installed in this coach

Make(s): Prevost Model Years Involved: 2004 Model(s): XL11

Production Dates: Beginning: \_\_\_\_\_ Ending: Delivered June 14, 2004

VIN Range: Beginning: 2PCW3349041028187 Ending: n/a

Vehicle Type: Bus Bodystyle: \_\_\_\_\_

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

An Aqua Hot which had the affected burner tube was installed in this coach

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.

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): Prevost Model Years Involved: 2004 Model(s): XL11

Production Dates: Beginning: \_\_\_\_\_ Ending: Delivered Aug. 27, 2004

VIN Range: Beginning: 2PCW3349941028241 Ending: N/A

Vehicle Type: Bus Bodystyle: \_\_\_\_\_

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

An Aqua that which had the affected burner tube in it was installed in this coach

Make(s): Prevost Model Years Involved: 2004 Model(s): XL11

Production Dates: Beginning: \_\_\_\_\_ Ending: Delivered Nov 30, 2004

VIN Range: Beginning: 2PCW3349441028292 Ending: N/A

Vehicle Type: Bus Bodystyle: \_\_\_\_\_

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

An Aqua that which had the affected burner tube in it was installed in this coach

Make(s): Prevost Model Years Involved: 2004 Model(s): H3-45

Production Dates: Beginning: \_\_\_\_\_ Ending: May 6, 2005

VIN Range: Beginning: 2PCV3349441014971 Ending: N/A

Vehicle Type: Bus Bodystyle: \_\_\_\_\_

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

An Aqua that which had the affected burner tube in it was installed in this coach

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.

**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): Prevost Model Years Involved: 2005 Model(s): XL11

Production Dates: Beginning: \_\_\_\_\_ Ending: Still in production

VIN Range: Beginning: 2PCW3349751028502 Ending: 21A

Vehicle Type: Bus Bodystyle: \_\_\_\_\_

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

An Aqua Hot which had the affected burner tube in it was installed in this coach

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:

\_\_\_\_\_

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:

\_\_\_\_\_

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.

**II. Identify the Recall Population**

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

<b>Vehicles</b>		<b>Number of</b>
<b>Model</b>	<b>Year</b>	<b>Potentially</b>

**Involved**

Seven Vehicle had aqua hot systems installed that were affected by this recall - Only 5 of them had been delivered at the time this recall was received

**Total Number Potentially Affected by the Recall:**

1070

**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:**

Vehicle systems provided a list of Serial #'s of the units affected. I researched all of our vehicle produced and found the ones that contained Aqua hot systems with ser #'s that were in the range of ser #'s provided by Vehicle 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.

*See Recall # D5E-015*

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

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

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

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

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

**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.

*See Recall # 05E-015*

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.

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**V. Identify the Remedy**

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

*A letter was sent out to all of vehicle owners of the coaches we determined had the affected Aqua Hot units on them. A copy of the recall that was sent to us by Aqua Hot was attached.*

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

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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.

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VI. Identify the Recall Schedule

10. 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.

*Contacted all affected customers by phone April 14<sup>th</sup> with a letter following on April 15<sup>th</sup>. 2 units were still here and had ~~been~~ had the burner tube replaced. 2 owners have brought in their coaches and we have changed out the burner tubes.*

1 owner had their charged out by RV works in Duxon and  
the remaining two owners are making preparations to  
have their done by local fire centres

## VII. Furnish Recall Communications

**11. 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 579.5 requirements.**

# Vehicle Systems

I N C O R P O R A T E D

April 11, 2005

**Re: Safety Recall No. 05E-015 Owner Notification Letter**

Dear Vehicle Owner:

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

## **REASON FOR THIS SAFETY RECALL**

Webasto Product North America, Inc., the Diesel-Burner supplier for the Aqua-Hot and Hydro-Hot heating systems, has determined that a safety-related defect which relates to motor vehicle safety may exist in certain Aqua-Hot, Hydro-Hot (equipped with the Webasto DBW 2010 Diesel-Burner), along with Webasto DBW 2010 Coolant Heaters. The Diesel-Burner is equipped with a Combustion Chamber (generic name - "burner tube") that may be made out of material that is not within specification and in those cases could fail prematurely. If such failure occurs, the surface temperature of the exhaust tube exiting from the heater can increase and could potentially ignite combustible materials in or around the vehicle which could cause personal injury. Vehicle occupants may notice an increase in noise relating to such an occurrence and may observe heat related discoloration of components of the heater's exhaust system. This Combustion Chamber material defect may have affected heaters manufactured during the dates of November, 2002 through February of 2005.

**Motorhomes that would be affected by this campaign would be manufactured after December 1, 2002 thru April 1, 2005**

**More specifically Aqua-Hot Serial # 02-1606 thru 05-0249 and Hydro- Hot Serial # HM/E 02-529 thru HM/E 05-0374 or Webasto Serial # 100265 thru 802066.**

## **WHAT WE WILL DO**

Webasto Product North America Inc., with the support of Vehicle Systems Inc. will replace all affected Combustion Chambers (i.e. burner tube) with a new one.

## **WHAT YOU SHOULD DO**

Please contact your Motorhome Manufacturer or Vehicle Systems as soon as possible for assistance in locating a Qualified Service facility regarding this no-charge Safety Recall Campaign. Please be sure to ask if they are aware of this particular Safety Recall

End-user Nr.05E-015 Page 1 of 2

*Motor Coach Heating Specialists • Manufacturers and Distributors*

15549 East Highway 52 • Fort Lupton, CO 80621 • 303.659.8221 • FAX 303.857.9000  
www.vehiclesys.com • www.aqua-hot.com • www.hydro-hot.com

Campaign #05E-015 prior to scheduling a service appointment. If the Motorhome Dealer has not been notified about this Safety Recall Campaign, please contact Vehicle Systems Inc. at 1-800-685-4298 and ask to speak with our Technical Support and Service Department. A company representative will then either contact your particular Motor Home Dealer regarding this Safety Recall Campaign matter, or they will provide you with information regarding where there is an (authorized) Motorhome Dealer that can perform the necessary service correction, if applicable. If you have sold or traded your Motorhome, please let us know by contacting our Technical Support and Service Department at 1-800-685-4298.

After contacting your Motorhome Manufacturer and Vehicle Systems, Inc., if you are unable to have the safety-related defect/noncompliance remedied without charge and within a reasonable time, you may notify:

Administrator  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, SW Washington, DC 20590  
(Or call 1-888-327-4236)

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

Sincerely,

Dean Jackson  
Manager of Technical Support, Product Service, and Warranty Administration