

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report⁽¹⁾

05V-250
(15 pages)

On April 4, 2005, Western Recreational Vehicles, Inc. decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. 49 CFR Part 5) 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:

May 12, 2005

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

CSAR 1056

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.

Western Recreational Vehicles, Inc.

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

Telephone Number: 509-853-2940

Fax No.: 509-457-0568

Name and Title of Person who prepared this report.

Phil Mattoon

Customer Service Manager

Signed:

RECEIVED
05-21-05
2005 JUN -2 A 10:23
OFFICE OF
DEFECTS INVESTIGATION

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): ALPINE and AVALANCHE Model Years Involved: 2005 & 2006 Model(s): AC34201, AC36201, AC36202, AC36301, AC38301, AC40301, AC40302, AC40401, ACA40301

Production Dates: Beginning: 2-16-04 Ending: 4-1-05

VIN Range: Beginning: 18XF4EM2051175200 Ending: 18XF4CM2061175523

Vehicle Type: Bodystyle: Motor Coach

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

Only involves 2005 and 2006 models in the specific serial number range listed

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.

35%

II. Identify the Recall Population

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

Number of Vehicles: 89

Model Year Potentially Involved: 2005 and 2006

Total Number Potentially Affected by the Recall: 89

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:

Population was determined based on information received from the manufacturer of the component involved.

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 VANSCO VMM 2820 Module may experience a failure of all operational functions.

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

It has been determined that incorrect foam was used as a vibration damper. This foam may exert too much pressure, causing resistors located under the foam to fail.

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

No operation of engine or dash gauges, coach can not be driven.

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

No LED light will be operational on the VMM.

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

VANSCO Electronics LP.
1305 Clarence Avenue
Winnipeg, Manitoba Canada R3T 1T4

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

David Scott
Customer Quality Engineer

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.

On April 4, 2005 VANSCO Electronics LP. Notified Western RV that the component modules should be replaced. We have received four reports of failures in the field.

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.

On April 4, 2005 Western RV received VANSCO VMM 2820 module notice of resistor failure bulletin. This bulletin describes VANSCO's testing procedures. (Attached)

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.

The VANSKO VMM 2820 modules will be replaced with modules with the correct foam, that have been tested with no failures.

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

VANSKO VMM2820 modules manufactured after March 29, 2005 have the correct foam installed. Re-testing has produced no failures.

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.

As of April 4, 2005 all production motor coaches have had the VANSKO VMM 2820 modules replaced with modules manufactured after March 29, 2005.

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.

Notification letters are to be sent to dealer/customer as replacement modules are available from VANSKO. First letters will go out June 6, 2005. Western RV is not offering reimbursement for this campaign since all vehicles are still covered under the warranty.

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.

1. ¹ 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 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.

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.

May 24, 2005

CSAR 1056

To: Service Manager

Dealer

From: Western RV Customer Service Department

Subject: Safety Recall No. [REDACTED]

Models Affected 2005 and 2006 ALPINE Coach 75200-75560

It has been determined by VANSKO Electronic LP, that the VMM 2820 Module used in certain 2005 and 2006 ALPINE COACH LIMITEDS and AVALANCHES may experience FAILURE OF OPERATIONAL FUNCTIONS. This failure would cause no operation of the engine. The indication of this failure would be no LED light operation on the VMM.

Western RV has determined that this possible fault condition exists in 2005 and 2006 ALPINE COACH LIMITEDS and AVALANCHES ~~serial numbers~~ that are currently in your stock. The two VANSKO VMM 2820 Modules in each coach must be replaced with revised modules.

You are instructed to contact the Western RV Customer Service Department at (866) 567-4133. An authorization will be provided and parts will be shipped to you by the Western RV Parts Department.

The revised modules will be shipped to you at no charge, freight pre-paid. A UPS call tag will be issued to return the defective modules in the same shipping container.

The defective modules must be returned to Western RV within 48 hours of the swap out procedure. In the event you fail to return the defective modules, you will be invoiced \$450.00 for each module. Credit will be issued upon their return.

Flat rate time to swap the modules is a total of one and one half (1 1/2) hours. You may bill labor on a standard Western RV Warranty Claim Form. The flat rate code is 900-010. Labor may be billed separate from return parts, however, no labor claim will be paid prior to Western RV receiving the return parts.

The VANSKO VMM 2820 replacement instructions are enclosed. Should you have any questions regarding this service action request, please feel free to contact the Western RV Service Department at (866) 567-4133.

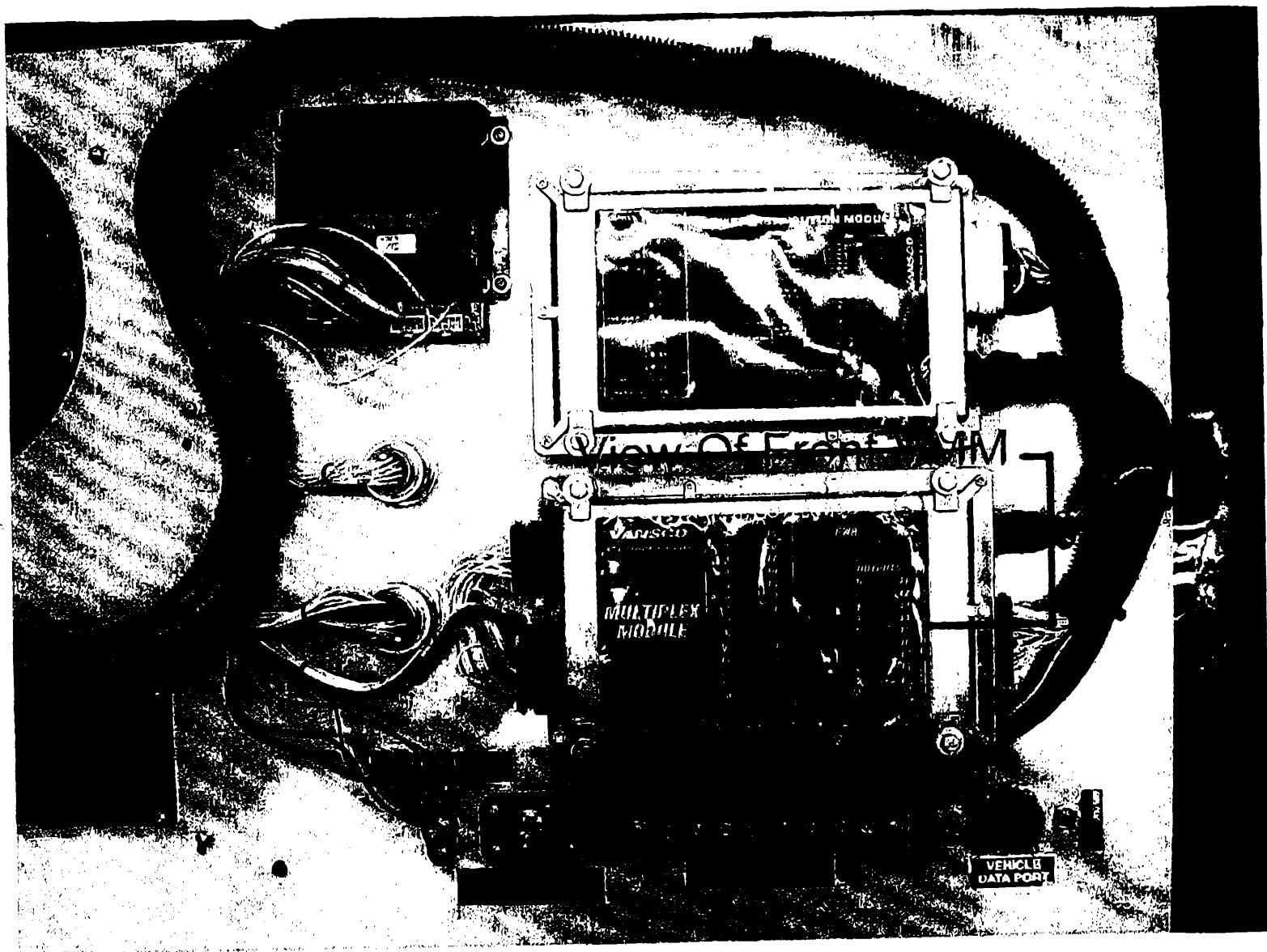
VANSCO VMM 2820 Module Change Out Procedure

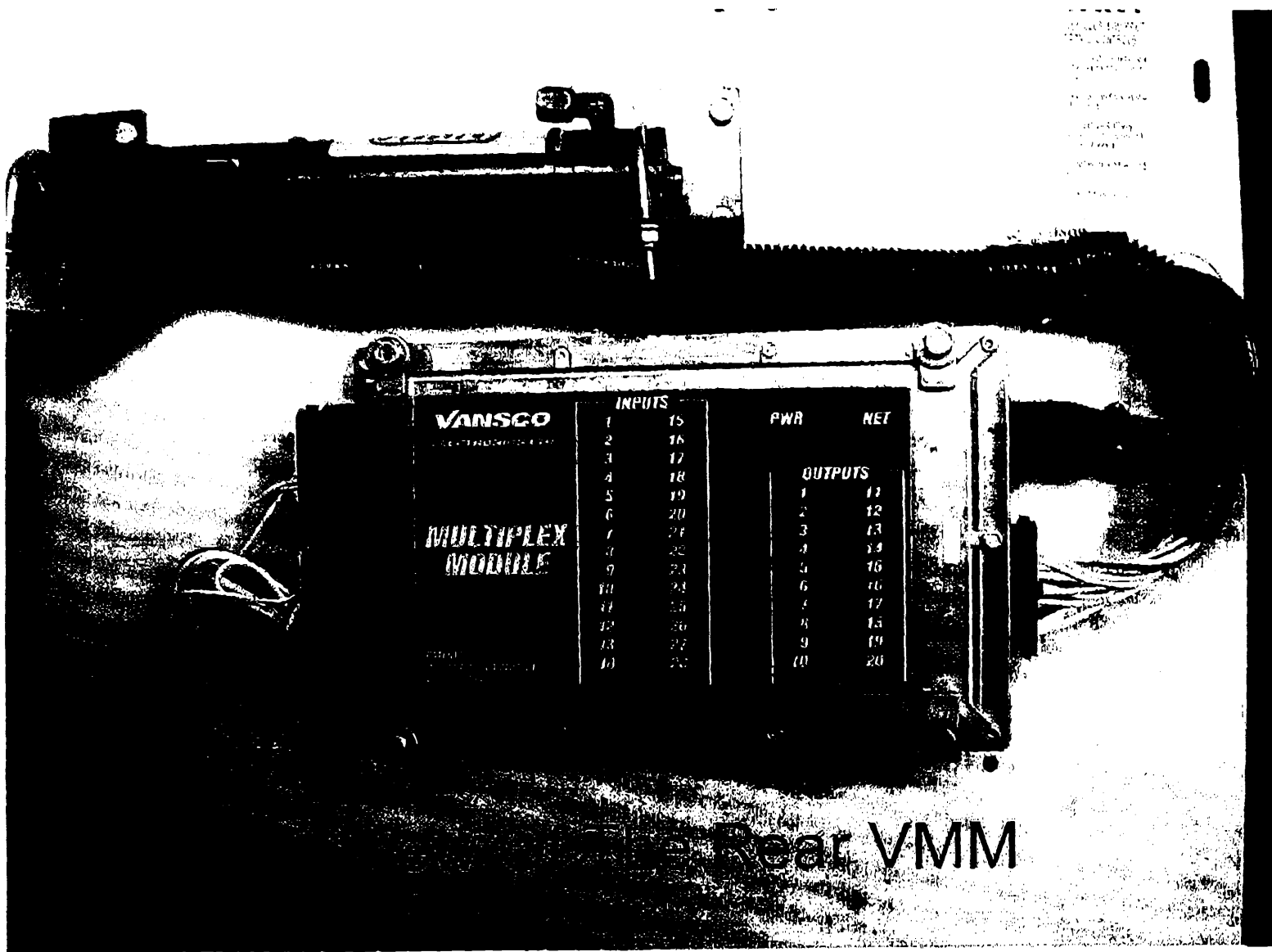
1. Extend generator slide out
2. Turn ignition key to on position
3. Turn off the house disconnect switch for 12 Volt power
4. Turn off the chassis disconnect switch for 12 Volt Power
5. Check the date code on the VMM and ensure it falls between 2004-04-15 and 2005-03-29 inclusive, and that no yellow circular sticker exists (refer to picture). If the date code falls within the range, and no yellow sticker exists, proceed with swapping the module.
6. Unplug the wiring harness connectors from the rear VMM that is mounted on the chassis panel (Picture)
7. Unbolt the VMM from the chassis panel and install the revised VMM. Reattach the wire harness connectors.
8. Turn on chassis disconnect, leave on for five minutes (this will program the software)
9. Turn off chassis disconnect for one minute
10. Turn on chassis disconnect again, leave on for five minutes (this will load Ladder Logic)
11. Remove the kick panel under the dash board in front of the passenger seat to expose the front VMM (Picture)
12. Turn off chassis disconnect
13. Check the date code on the VMM and ensure it falls between 2004-04-15 and 2005-03-29 inclusive, and that no yellow circular sticker exists (refer to picture). If the date code falls within the range, and no yellow sticker exists, proceed with swapping the module.
14. Unplug the wiring harness connectors from the front VMM that is mounted behind the kick panel
15. Unbolt the VMM from the body panel. This operation will require two technicians. Install the revised VMM and reattach the wire harness connectors
16. Repeat steps 7-9 for front VMM
17. Turn the ignition key to the on position and observe the front and rear VMMs for proper LED display. The red LED should be flashing on both VMMs
18. Replace the kick panel under the dash board

19. After programming the front VMM, check all chassis functions (light, horn, wipers, etc.) Also check to see if engine starts

20. Return defective VMMs to Western RV, UPS call tag provided

Please Note: It is imperative that the connectors are all properly seated on the replacement modules. In particular, it is of special importance that the round power connector be given an extra twist to ensure it is secure. This is extremely important to ensure long problem free operation of the VMM Modules. If you have any questions or problems please call 7-866-567-4133





VANSCO A TELECOMMUNICATIONS COMPANY		INPUTS		PWR	NET
MULTIPLEX MODULE		1	15		
		2	16		
		3	17		
		4	18		
		5	19		
		6	20		
		7	21		
		8	22		
		9	23		
		10	24		
		11	25		
		12	26		
		13	27		
		14	28		

REAR VMM

Date Code
YYYY/MM/DD

ME 233652
S/N: 98584-1276
Made in Canada
2004/12/17

TPC EBR

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 08-10-2001 BY 60322
N/A
IN 02

Yellow Rework
Identifier

Date Code

Vin #

75200	75380
75201	75381
75207	75382
75208	75383
75213	75384
75217	75385
75226	75386
75228	75387
75233	75388
75235	75389
75240	75390
75242	75391
75243	75393
75247	75394
75253	75395
75261	75396
75262	75397
75264	75400
75267	75401
75272	75404
75280	75405
75306	75406
75307	75407
75309	75408
75311	75410
75315	75411
75317	75502
75318	75503
75327	75505
75328	75507
75353	75508
75354	75509
75356	75510
75357	75516
75358	75518
75360	75521
75361	75522
75364	75523
75365	
75367	
75369	
75370	
75371	
75372	
75373	
75374	
75375	
75376	
75377	
75378	
75379	

May 24, 2005

CSAR 1056

Name
Address
Address

Vin Number:

Dear:

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

Western Recreational Vehicles has decided that a defect, which relates to motor vehicle safety, exists in certain 2005 and 2006 ALPINE COACH LIMITEDS and AVALANCHES equipped with VANSKO VMM 2820 Modules. The module may experience a failure of all operational function. A failure of the module will result in the loss of engine operation. Should this occur while the coach is being driven, the coach would have to be coasted to a stop without power assist for the steering. While the coach may be driven without power assist for the steering, the sudden loss of power assist could result in loss of control that could cause a crash.

To eliminate the possibility of these conditions the VANSKO VMM 2820 Modules will be replaced with revised modules. This service action will be accomplished without cost to you. Please contact your dealer or Western RV Customer Service, toll-free, at (866) 567-4133 to arrange a service date and to assure that the necessary parts for this repair may be ordered. The labor time needed to perform this service action is approximately one and one half (1 1/2) hours.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If after contacting your dealer or the Western RV Customer Service Department you are unable to have this safety defect remedied without charge and within a reasonable time, you may wish to call (888) DASH-2-DOT ((888) 327-4236) or write,

Safety Administrator
National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, DC 20590

Sincerely,
WESTERN RECREATIONAL VEHICLES, INC.

Phil Mattoon
Customer Service Manager
PRM/tms



Vansco Electronics LP.
1305 Clarence Avenue
Winnipeg, Manitoba
Canada R3T 1T4

Tel: (204) 452-6776
Fax: (204) 478-1748
www.vansco.ca

Monday, April 4, 2005

Western Recreational Vehicles, Inc.
3401 W. Washington Avenue
Yakima, Washington
98909

Attention: Phil Mattoon

Dear Phil,

Re: VMM 2820 resistor failures

Due to a supplier going out of business, Vansco was forced to make a component change to the VMM 2820 assembly. In July of 2004, a foam pad intended as a vibration damper was changed. Over the past few weeks Vansco has become aware that a number of resisters located under the foam pad had failed. We have subsequently learned after tests conducted by Vansco and by third party test companies that the cause of failure is related to the new foam exerting too much pressure on the resisters. Vansco has been able to locate the old foam material that was used prior to July of last year. We have reverted to using this identical foam that was in the assembly prior to July of last year where we had no resister breakage.

Unfortunately, we have little option now other than to suggest that we replace all units produced between July 15th, 2004 when the replacement foam was introduced and March 29th, 2005 when we reverted to the old foam. Vansco will require Western Recreational Vehicles assistance in order to coordinate this campaign. Costs associated with this campaign will be assessed as per our warranty agreement.

We deeply regret the inconvenience that this causes to you and your customers. We are available to work with you as required on any customer relation's issues.

Thank you for your support during this difficult time.

Yours truly,

Gino Kost
Account Manager

Cc: David Scott, CQE