

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On [September 2, 2008](#), [Girardin Minibus](#) 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 Responsibility and Reports**.

Date this report was prepared: [September 2, 2008](#)

Furnish the manufacturer's identification code for this recall (if applicable): [08-022-ESU](#)

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.

[Girardin Minibus, Inc.](#)
[Trans-Canada Highway](#)
[Drummondville, Quebec, J2B 6V4](#)

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

[Valérie Fortin](#)
[Regulations and Standards Technician](#)

Telephone Number: [819-477-2012 ext. 428](#) Fax No.: [819-477-1848](#)

Name and Title of Person who prepared this report.

[Valérie Fortin](#)
[Regulations and Standards Technician](#)

Signed: _____

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 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): Girardin Model Years Involved: 2006 through 2008

Model(s): MB IV (G5) school & commercial minibuses equipped with a large evaporator

Production Dates: Beginning: January 2006 Ending: August 28, 2008

VIN Range: Beginning: ----- Ending: -----

Vehicle Type: ----- Bodystyle: School & commercial minibuses

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

These vehicles have a large evaporator

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.

27 % of the MB IV (G5) built from January 2006 through August 2008

II. Identify the Recall Population

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

Year	Model MBIV
2006	75
2007	44
2008	27
Total	146

Total Number Potentially Affected by the Recall: 146

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:

The recall population of the minibuses affected by this recall is MBIV (G5) MY 2006 and later equipped with a large evaporator. These minibuses have been manufactured from January, 2006 through August 29, 2008.

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.

Potential breaking off of the evaporator's support due to the vibration of the vehicle. Look at the enclosed service bulletin for illustrations.

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

The front evaporator's support may break off due to the vibration of the vehicle.

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

The evaporator's support may break off due to the vibration of the vehicle. In the worst case the evaporator could separate from the vehicle but the probability of the two support to break off is almost non-existent

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

Noise, excessive vibration

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

N/A

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

N/A

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 June 19, a customer notified us about the breaking off the front evaporator support of his vehicle. At that time, it was the first time we heard about that.

On July 9, the same customer notified us about the same problem on another vehicle. Both vehicle were built during the same period so we did not know if it was a problem specific to these vehicles but we seriously considered the situation.

On August 19, our chief engineer visited another customer and he noticed the beginning of the same problem with the front evaporator support on some vehicles. After discussion, an evaluation we then decided to proceed with a safety recall.

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.

[N/A](#)

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.

[Parts required to do the recall & labor will be reimbursed upon receipt of the completion card. The reimbursing procedure will be included on the notification letter that we will supply to the end users.](#)

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.

The evaporator will be installed directly to the vehicle's roof structure without use of any support so there will be no problem of support anymore. See the attached remedy instruction.

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

A bolt, instead of a support, will be used to install the evaporator directly to the bus roof's structure.

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 recall condition was corrected in production on all large evaporator by replacing the front evaporator support by 2 bolts inserted through the evaporator base, the aluminum ceiling extrusions and the roof top.

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.

Girardin Minibus anticipates the recall campaign will begin during the week of September 29, 2008 at the latest. At that time, dealers and end users will begin to be notified regarding the recall. Parts required to complete the recall will be buy by the owner and will be reimbursed with the labor cost upon receipt of the completion card.

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.

You will find enclosed a draft copy of the notification letter & the recall procedure.

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.



August 2008

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

Girardin Minibus has decided that a defect which relates to motor vehicle safety exists in 2006 through 2008 MBIV (G5) school & commercial minibuses equipped with an evaporator. (Options AA-53I, AC-53I, AC-53-ID and AT-53I). Our records show that you own the vehicle with the vehicle identification number shown above with your name & address.

What the safety issue is?

The evaporator support of the air conditioning system may break off due to the vibration of the vehicle. If this situation occurs and no fixing is done, the rear evaporator support could break off and the evaporator could separate from the vehicle and cause injuries.

What should you do?

Remove the evaporator support and install the evaporator directly to the bus roof structure with bolts.

What we are asking you to do...

You will find enclosed the service bulletin to perform the recall. After you have done the repair, please return the reply sheet to Girardin Minibus. This will enable us to update our file and mail you a check for the labour.

If you prefer, you can take an appointment with your dealer to have it done free of charge (parts & labour).

How long will it take?

Time required to remove the front support and installed the evaporator with bolts is approximately 45 minutes.

If you've already paid for this service?

If you paid to have this service done before the date of this letter, Girardin Minibus is offering a refund. Please send your paid original receipt with a copy of this letter to Girardin Minibus or give it to your dealer.

Changed address or sold the vehicle?

If you have changed address, or have sold the vehicle, please complete the last section of this letter, sign and date it then fax to Girardin so we can update our records. Our fax number is 819-475-9633. The information you provide will be used to notify the new owner about this recall. If you have leased this vehicle to another person or organization, you must forward this letter to the lessee within 10 days.

If you require any further assistance, please call our after-sale service at 819-477-8222 extension 401. Please have your vehicle identification number ready for our representative when you call.

Recall 08-022-ESU (Evaporator support)



Should Girardin fail or is unable to remedy the situation without charge, you may contact:

US Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave S.E., Washington, DC 20590
Phone: (888) 327-4236 (TTY: 1-800-424-9153); or go to
<http://www.safercar.gov>

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition.

Best regards,

Valérie Fortin
Regulations and Standards Technician
Girardin Minibus inc.

Recall 08-022-ESU (NHTSA recall #08V-452)	
<u>DO NOT COMPLETE THIS SECTION UNLESS:</u> You have changed name, moved or no longer own this vehicle.	
Vehicle serial number: _____	
<input type="checkbox"/> This vehicle was stolen.	
<input type="checkbox"/> This vehicle was destroyed.	
<input type="checkbox"/> I have changed name or moved (indicate new name/address):	
<input type="checkbox"/> I no longer own the vehicle, it has been sold or traded to:	
Name: _____	
Address: _____	
City: _____	
State: _____	
Zip code: _____	
Signature: _____ Date: _____	