



Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports (i)

On June 2nd, 2009, Glaval Bus in conjunction with Daimler Trucks North America [MFR] decided that a defect which relates to motor vehicle safety (a noncompliance with Federal Motor Vehicle Safety Standard 403, S6.1) 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: **June 3rd, 2009.**

Furnish the manufacturer's identification code for this recall (if applicable): 09E-013

1. Identify the full corporate name of the fabrication 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.

Glaval Bus, A Division Of Forest River, Inc.

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

Rob Froelich; Design Engineer

Telephone Number: **(574) 262-2212 ext. 3665** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Rob Froelich
Design Engineer

Signed:

A handwritten signature in cursive script, appearing to read "R. Froelich".

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INVESTIGATION

(ii) Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, 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:

****Please see attached documentation labeled "Supplement Documentation"****

Make(s): _____ Model Years Involved: _____ Model(s): _____
Production Dates: Beginning _____ Ending: _____
VIN Range: Beginning: _____ Ending: _____
Vehicle Type: _____ Body style: _____
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: _____ Body style: _____
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: _____ Body style: _____
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.

Vehicles produced during recall timeline: 580
Vehicles involved in recall: 13 USA; 32 Canada – Total Of 45 Units
Percentage of recalled vehicles vs. produced: 7.759%

II. Identify the Recall Population

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

Vehicles	Year	Number of
Model	_____	Potentially Involved:

****Please see attached documentation labeled "Supplement Documentation" ****

Total Number Potentially Affected by the Recall: 45

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:

ProAir LLC provided us with a list of vehicle identification numbers, bus unit numbers and K410 Serial numbers. _____

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 K410 (air conditioning condenser assembly) unit is installed on the top of a bus and its cover may not be properly fastened because of a mechanical interference.

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

Interference between the cover and coil header may prevent the fasteners from properly securing the assembly cover.

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

An improperly secured condenser assembly cover may detach from a vehicle during operation, possibly causing a crash or injury to pedestrians.

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

There is no warning other than checking the type of fastener used to hold the cover in place, which is explained in Carrier's "K410 Identification Method" documents.

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

ProAir LLC

28731 County Road 6, Elkhart, Indiana, 46514, USA

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

Marc Dunderman; Vice-President of Operations

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 November 25th, 2008, Carrier was notified by one of its installers, also believed in turn notified by an end-user that the covers to two K410 units installed on two buses operated by First Transit in Minnesota had dislocated from units. The operators of the buses do not know the exact date that the covers dislocated. On March 30th, 2009, Carrier was notified by one of its installer's that the cover to a K410 unit installed on a bus operated by Oglala Sioux Tribe had dislocated from the bus. Neither Carrier nor the installers reporting the incidents are aware of reports of damage to property or injury to persons resulting from these incidents.

At the time Carrier was notified of these incidents, the issue of missing covers was deemed to warrant further investigation and analysis as a warranty issue. The cause and extent of the failure mode was at the time uncertain, and, as noted, no claims of damage or injury had materialized (and still have not). Carrier's legal department was only recently made aware of these incidents and broadened the investigation and response effort, resulting in this report.

On December 11th, 2008, Carrier notified the installers and bus manufacturers who purchased the affected K410 units of the potential issue with cover fit and the retrofit that was being launched to address the issue. Retrofit kits were shipped to these installers, bus manufacturers and known end users beginning December 12th, 2008. On January 12th, follow-up letters were sent to those customers who did not contact Carrier.

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.

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.

Carrier will provide free retrofit repair kits to remedy the issue. Owner's may contact Carrier at 1-800-673-2431. Please also reference to the "K410 Identification Method" documents, which shows how to inspect and identify the recall condition.

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.

In the recall condition, the cover will be secured using slotted pan-head bolts. The remedy consists of affixing a spacer to the K410 unit assembly to ensure the cover makes proper contact with the unit frame; changing the fasteners that secure the unit cover to the frame to hex head screws with fender washers to increase the load bearing area under the screw head, and applying Loctite® to the screw threads to further mitigate the possibility of the screws loosening.

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

The recalled component is a slotted pan-head bolt. The remedied component is a hex-head screw, fender washer, spacer and Loctite®.

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 retrofit repair kit to remedy the issue was included in production of all K410 units sold after January 30th, 2009.

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.

Glaval plans to mail the end users and dealers the week of June 22nd, 2009.

11. Furnish Recall Communications

12. 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.

We have not made any attempt to communicate with the dealers/end user's to date without approval of our end user letter from NHTSA.

Supplemental Documentation

2008 Carrier K410 Roof Top Condenser Sales to ProAir-to End User

ITEM	Bus Builder	Bus Number	VIN	Carrier K410 Serial #	Notes	Dealer	Address	City	State	Zip	Model
1	Glaval Bus	8505	1GDE4V1958F417445	AAT322/15		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08GTB4227
2	Glaval Bus	8506	1GDE4V1978F417530	AAT322/7		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08GTB4226
3	Glaval Bus	8507	1GDE4V1998F417755	AAT322/12		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08GTB4226
4	Glaval Bus	8508	1GDE4V19X8F417604	AAT322/14		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08GTB4226
5	Glaval Bus	8509	1GDE4V19X8F417831	AAT660/7		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08GTB4226
6	Glaval Bus	8539	1GDE5V1998F408311	AA2466/71	Repaired by Auto Air & Ac	HOGLUND BUS COMP	116 E. OAKWOOD DR	MONTICELLO	MN	55362	08GTC5429
7	Glaval Bus	8540	1GDE5V1948F408443	AAT322/16		HOGLUND BUS COMP	116 E. OAKWOOD DR	MONTICELLO	MN	55362	08GTC5429
8	Glaval Bus	8541	1GDE5V1988F408557	AAT322/1	Repaired by Auto Air & Ac	HOGLUND BUS COMP	116 E. OAKWOOD DR	MONTICELLO	MN	55362	08GTC5429
9	Glaval Bus	8616	1GDJ5V1G08F416854	AAW365/12		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08GTC7732
10	Glaval Bus	8668	1GDE5V1G98F417900	AAV466/43		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08GTC4527C
11	Glaval Bus	8696	1FD4E45P08D834913	AAV999/28	Repaired by ProAir	HOGLUND BUS COMP	116 E. OAKWOOD DR	MONTICELLO	MN	55362	09US40025
12	Glaval Bus	8697	1FD4E45P68D834916	ABA251	Repaired by ProAir	HOGLUND BUS COMP	116 E. OAKWOOD DR	MONTICELLO	MN	55362	09US40025
13	Glaval Bus	8698	1FDE5V1989F402386	AA2001	Repaired by ProAir	HOGLUND BUS COMP	116 E. OAKWOOD DR	MONTICELLO	MN	55362	09GTC7431
14	Glaval Bus	8699	1GDE5V1909F402771	ABA251	Repaired by ProAir	HOGLUND BUS COMP	116 E. OAKWOOD DR	MONTICELLO	MN	55362	09GTC7431
15	Glaval Bus	8707	1GDE4V1919F404404	AAW365/3		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09GTB4226
16	Glaval Bus	8718	1GDJ5V1939F403251	AAW365/16		DON BROWN SALES	703 COUNTY HIGHWAY	JOHNSTOWN	NY	12095	09GTC9837
17	Glaval Bus	8749	1FDFE45P39DA03128	AAW365/4		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
18	Glaval Bus	8750	1FDFE45P59DA06287	AAW365/1		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
19	Glaval Bus	8751	1FDFE45P79DA06288	AAW365/6		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
20	Glaval Bus	8752	1FDFE45P99DA06289	AAW365/10		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
21	Glaval Bus	8753	1FDFE45P09DA12141	AAW365/24		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
22	Glaval Bus	8754	1FDFE45P09DA12143	AAW365/21		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
23	Glaval Bus	8755	1FDFE45P69DA12146	AAW365/25		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
24	Glaval Bus	8756	1FDFE45P99DA12142	AAV466/27		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
25	Glaval Bus	8757	1FDFE45P29DA12144	AAW365/20		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
26	Glaval Bus	8758	1FDFE45P49DA12145	AAV466/24		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025
27	Glaval Bus	8762	1GDKG316X91118715	AAV466/25	Repaired by ProAir	OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09GTB21224
28	Glaval Bus	8799	1FD4E45P38D826126	AAT322/16		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US40026
29	Glaval Bus	8800	1FD4E45P58D823390	AAT322/17		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US40026
30	Glaval Bus	8801	1FD4E45P78D823391	AAV466/26		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US40026
31	Glaval Bus	8802	1FD4E45P78D823392	AAV466/26		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US40026
32	Glaval Bus	8803	1FD4E45P98D823393	AAV466/38		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US40026
33	Glaval Bus	8804	1FD4E45P48D834915	AAW365/11		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US40026
34	Glaval Bus	8805	1FD4E45P28D834914	AAV466/49		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US40026
35	Glaval Bus	8948	1FD4E45S38D851287	AAW365/15		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US50225
36	Glaval Bus	8998	1FD4E45S8D859337	AAV466/48	Repaired by ProAir	OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08US50225
37	Glaval Bus	8999	1GDE5V1979F403237	AAW365/42		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09GTC7431
38	Glaval Bus	9000	1GDE5V1989F403487	AAW365/28		OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09GTC7431
39	Glaval Bus	9003	1FDFE45P09DA18671	AAV466/46	Repaired by ProAir	OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	09US40025F
40	Glaval Bus	9005	1GBE4V1949F406706	ABA251	Repaired by ProAir	HARLOWS BUS SALES	P.O. BOX 399	ROLETTE	ND	58366	09CTB4227
41	Glaval Bus	9006	1GBE4V1949F406771	AAV999/31		HARLOWS BUS SALES	P.O. BOX 399	ROLETTE	ND	58366	09CTB4227
42	Glaval Bus	9007	1GBE4V1919F406758	ABA251		HARLOWS BUS SALES	P.O. BOX 399	ROLETTE	ND	58366	09CTB4227
43	Glaval Bus	9008	1GBE4V1969F407078	AAV999/143	Repaired by ProAir	HARLOWS BUS SALES	P.O. BOX 399	ROLETTE	ND	58366	09CTB4227
44	Glaval Bus	9009	1GBE4V1969F407131	AAV999/5		HARLOWS BUS SALES	P.O. BOX 399	ROLETTE	ND	58366	09CTB4227
45	Glaval Bus	9011	1GDJ5V1998F417167	ABA251	# too many letters correct	OVERLAND CUSTOM COACH 2007, INC	RR #2 21051 NISSOURI ROAD, PO BOX 128	THORNDAL	ON	NOM 2PO	08GTC74831



TRANSICOLD

K410 Identification Method

Retrofitted K410 condensers (no further action required)

In order to check if your K410 rooftop condenser needs to be updated please look at the unit, if the cover is secured by Hex head bolts with fender washers (2 in the front and 4 in the back). Reference the Fig 1 below. If this is the case, then your unit was already retrofitted and **no further action is needed**.

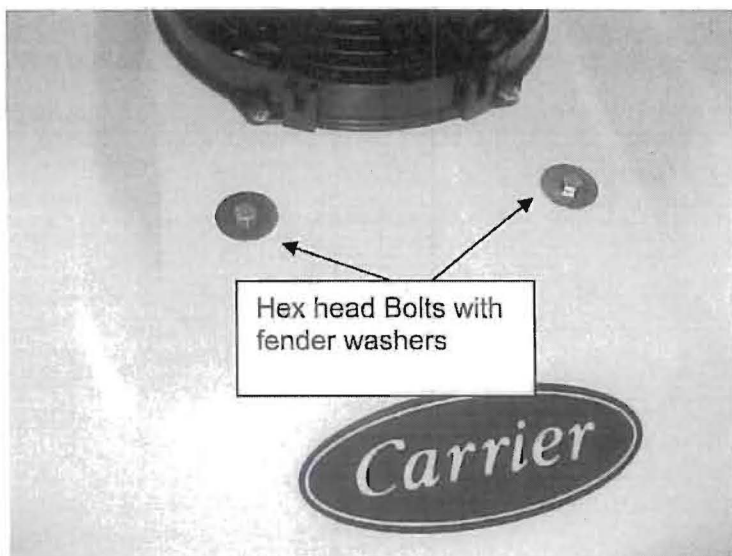


Fig 1

K410's needed to be modified.

If the cover of your K410 is secured by Pan-head slotted bolts (fig 2), then it will need to have a, PN# 74-62047-00, retrofit kit installed by a Carrier authorized dealer or at your shop. Please call 1-800-450-2211 to have the retrofit kit(s) send. Carrier will pay all costs to have this kit installed on your unit(s). Please have the serial number(s) of the units(s) ready for our records.

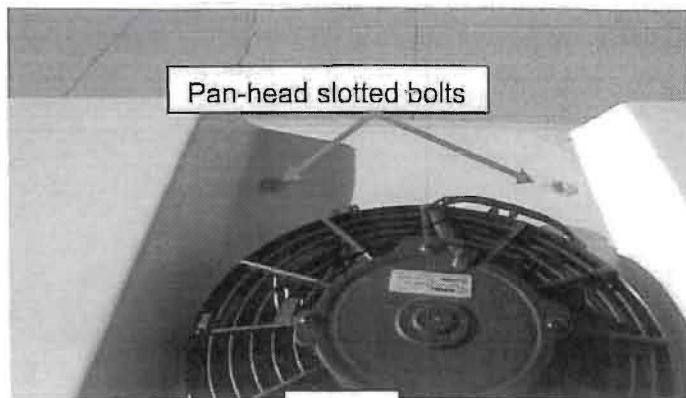


Fig 2

Carrier recommends that until the K410 is modified, that the cover be removed and the high pressure switch is disconnected. (**Warning ! Do not operate the air conditioning on the bus without the K410 cover secured on the unit**). The cover should be stored in a safe place until retrofit kit can be properly installed and the cover replaced.

To remove cover

Remove 6 bolts, locations as seen in fig 3, lift cover and unplug 3 fan connectors, remove cover and store in a safe place until retrofit kit can be installed.

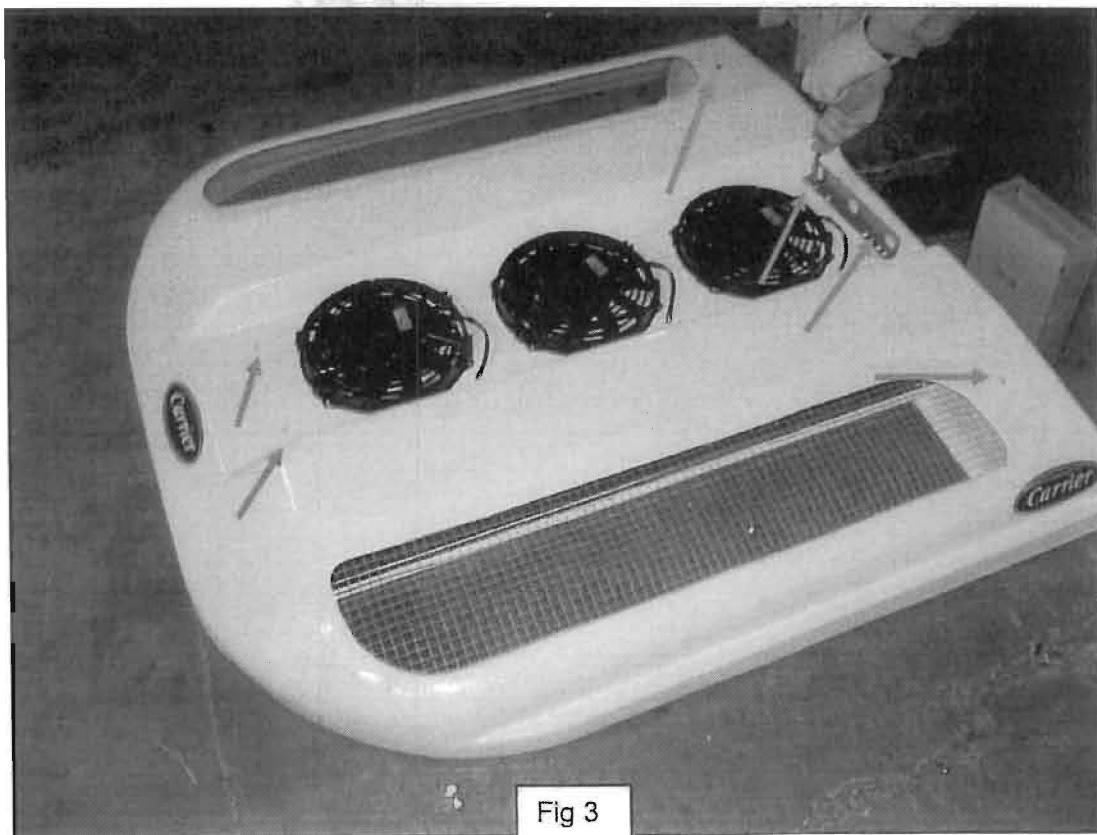


Fig 3

High pressure switch must be disconnected if bus is to be operated without the cover. The switch is located at the rear of the condenser, see Fig 4



Fig 4