

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

On Sept. 28<sup>th</sup>, 2009, STARTRANS [MFR] 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: October 15, 2009

Furnish the manufacturer's identification code for this recall (if applicable): 000314

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.

<u>STARTRANS</u>	<u>Supreme Corporation (Parent Co.)</u>
<u>2592 E. KARCHER RD.</u>	<u>P.O. Box 463</u>
<u>GOBLEN, IN 46528</u>	<u>GOBLEN, IN 46528</u>

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

Kevin Walker  
Engineering Manager

Telephone Number: 574-642-0811 Fax No.: 574-642-0812

Name and Title of Person who prepared this report.  
Kevin Walker  
Engineering Manager

Signed: Kevin Walker

RECEIVED  
2009 OCT 19 A 8:09  
OFFICE OF DEFECTS  
INVESTIGATION

<sup>1</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

**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): \_\_\_\_\_ 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:

OPTIONAL A/C TO STANDARD PRODUCT OFFERING SEE  
copy of SEATRAVIS MODELS (email copy)

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:

OPTIONAL A/C TO STANDARD PRODUCT OFFERING ...

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 Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

SEE COPY of our MODEL LEGEND ...

## II. Identify the Recall Population

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

Model	Year	Number of Vehicles Potentially Involved
SENATOR HD	2006-2009	79
SENATOR II	2006-2009	89
MFSAB	2006	14

Total Number Potentially Affected by the Recall:

182

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:

WE WERE CONTACTED BY OUR SUPPLIER INFORMING US OF THE RECALL DATES AND RECALL DATA. WE IN TURN STARTED OUR RESEARCH IN THE ODEB TRAK SYSTEM OF UNITS PRODUCED LOOKING FOR TRANS AIR EC 2.0, 2.5 & 3.0 ELECTRICAL 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.

RELAY BOARDS PRESENT A RISK OF OVER HEATING UNDER (3) CONDITIONS: LOOSE SCREWS; POOR WIRE CONNECTIONS; DEBRIS ON THE EL BOARD. COPY OF LETTER FROM SUPPLIER ATTACHED

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

- IMPROPER TORQUING OF SCREWS
- IMPROPERLY CLIPPED WIRES
- SHEDDING OF FALLING DEBRIS

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

POSSIBLE ELECTRICAL ARCING AND OVER HEATING OF EL BOARD WHICH COULD RESULT IN A FIRE

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

ARCING AND OVER HEATING

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

TRANS/AIR Mfg. INC.  
480 E. LOCUST STREET  
P.O. BOX 70  
DALLASTOWN, PA 17313

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

JOHN WOODS - GENERAL MANAGER

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 Attached...*

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.

REMEDY - THROUGH OUR OWN RECORDS DETERMINE NUMBER OF SAID UNITS/VEHICLES VIA LETTER CONTACT INSTRUCTING THE OWNER WHAT TO DO

RECALL CONDITION - LETTER SHOULD INSTRUCT THE OWNER TO TAKE SAID VEHICLE TO HIS/HER CLOSEST STARTRANS OR TRANS/AIR FACILITY FREE OF CHARGE.

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.

SEE COPY OF TRANS/AIR DOCUMENTS...

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

SEE COPY OF TRANS/AIR DOCUMENTS...

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.

ON MONDAY SEPTEMBER 28<sup>th</sup> INFORMATION WAS RECEIVED FROM TRANS/AIR IN THE MAIL. COPIES WERE SENT TO ALL DEPARTMENTS TELLING AND INSTRUCTING PRODUCTION AND PURCHASING WHAT TO DO BASED ON TRANS/AIR ATTACHED DOCUMENTS.

#### 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.

- SEPTEMBER 28<sup>th</sup> STARTANS NOTIFIED
  - OCTOBER 16<sup>th</sup>, 2009 SUBMISSION TO ODI OFFICE
  - ONCE ODI APPROVES STARTANS DOCUMENTS WE WILL ISSUE A OWNER NOTIFICATION LETTER OCT. - NOV. TIME FRAME
  - NOVEMBER (APPROX.) TRANS/AIR WILL START CONTACTING OUR DEALERS TO START THE REMEDY/FIX.
- DECEMBER, 2009

## **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) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.**

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

**Kevin Walker**

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**From:** Christie Allen [christie.allen@startransbus.com]  
**Sent:** Thursday, October 15, 2009 8:49 AM  
**To:** 'Kevin Walker'  
**Subject:** Unit #

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|------------------------|------------------------------|
| 90056 - PA (PLANT)     | 9006- MFASB IN               |
| 9007-Vans (RAISED TOP) | 80071 - CAN 2                |
| 90072- SNII            | 9008- Senators               |
| 90085- Candidates      | 9009- Trolley                |
| 90091- Presidents      | 90092- Heavy Duty/ Tourliner |
| 90065 (OR) PLANT       |                              |

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Quality Assurance Department  
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1-574-642-4730 Ext. 383

