



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

On October 15th, 2009, Glaval Bus in conjunction with Carrier Corporation [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 21st, 2009.

Furnish the manufacturer's identification code for this recall (if applicable): 09-002

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:

⁽¹⁾ 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: 3,152

Vehicles involved in recall: 4

Percentage of recalled vehicles vs. produced: .127%

II. Identify the Recall Population

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

Vehicles Model	Year	Number of Potentially Involved:
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****Please see attached documentation labeled "Supplement Documentation" ****

Total Number Potentially Affected by the Recall: 4

- 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:

Trans/Air provided Glaval's with unit 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.

All Trans/Air EC system electrical kits contain a relay board with a 12-position terminal strip and corresponding screws mounted to the board. If installers fail to follow Trans/Air installation instructions and/or comply with accepted good installation practices, the EC boards present a risk of overheating under any of the following conditions:

1. Loose screws due to improper torquing.
2. Poor wire connections due to improperly crimped terminals.
3. Debris deposited on the EC board.

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

Installers failing to comply with Trans/Air installation instructions and/or good installation practices.

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

EC board potentially overheats, presenting the possibility of a fire.

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

System inoperative, smell of hot electrical components, smoke.

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 Manufacturing Corporation

480 East Locust Street, P.O. Box 70, Dallastown, PA 17313-0070

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

Mark Slobodian, Vice President (717) 246-2627

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.

From April 2008 through June 2009, Trans/Air received 12 confirmed reports of it's EC relay boards overheating, one of which resulted in a bus fire. After receiving the last two reports of overheated EC3.0 boards, Trans/Air concluded that it's EC relay boards contained a defect that related to motor vehicle safety.

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.

Units in the field will have the EC system relay boards inspected by Trans/Air. During inspection, Trans/Air will replace all existing terminal-strip screws with new torx head screws with a self-locking mechanism. Instructions will be provided to torque the screws to the proper torque specification, inspect and replace any

improperly crimped terminals and remove any foreign material deposited on the board. Trans/Air will also add a diode and a fuse to each EC3.0 relay board. Finally, Trans/Air will install a protective cover with a warning label over the terminal strip.

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

Please refer to the Figure's 1-4 on the supplied document showing this visually.

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 production remedy is identical to the field fix. Trans/Air did not supply us nor NHTSA documents with "when the recall condition was corrected in production" so we are unable to answer this part of the question.

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 November 2nd, 2009, dependant upon approval of "End User Letter" submitted to NHTSA with this document.

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.