

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

**On August 8<sup>th</sup>, 2010, JAG Mobile Solutions Inc 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:** August 10<sup>th</sup> 2010

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

**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.**

JAG Mobile Solutions Inc  
\_\_\_\_\_  
\_\_\_\_\_

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

William Gibson President  
\_\_\_\_\_  
\_\_\_\_\_

**Telephone Number:** 260-562-1045

**Fax No.:** 260-562-2478

**Name and Title of Person who prepared this report.**

William Gibson  
\_\_\_\_\_

President  
\_\_\_\_\_

**Signed:**  
  
\_\_\_\_\_

<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.

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, by FAX at (202) 366-7882, or by E-Mail to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov).

**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):** JAG Mobile Solutions **Model Years Involved:** 2006-2011 **Model(s):** Porta-Lisa Mobile Restrooms, Showers and Combinations

**Production Dates: Beginning:** 5-5-06 **Ending:** 6-15-2010

**VIN Range: Beginning:** 1J9HTCB107H358053 **Ending:** 1J9HTCB14AH358548

**Vehicle Type:** Towable Trailer **Bodystyle:** Box

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

Models that are less than 16' O.A.L. including hitch are included. Models that are more than 16' or more O.A.L are not included.

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**Make(s):** JAG Mobile Solutions **Model Years Involved:** 2007-2011 **Model(s):** Porta-Lisa Plus Mobile Restrooms, Showers and Combinations

**Production Dates: Beginning:** 10-2-07 **Ending:** 7-1-2010

**VIN Range: Beginning:** 1J9HTCB158H358178 **Ending:** 1J9HTDC12BH358571

**Vehicle Type:** Towable Trailer **Bodystyle:** Box

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

Models that are less than 16' O.A.L. including hitch are included. Models that are more than 16' or more O.A.L are not included.

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**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:**

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**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. 20%**

## II. Identify the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Porta-Lisa	2006	2
Porta-Lisa	2007	64
Porta-Lisa	2008	37
Porta-Lisa	2009	18
Porta-Lisa	2010	11
Porta-Lisa Plus	2007	1
Porta-Lisa Plus	2008	19
Porta-Lisa Plus	2009	9
Porta-Lisa Plus	2010	17
<b>Total Number Potentially Affected by the Recall:</b>		<u>178</u>

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 60%

**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 was determined by the fact that those two models are designed in a way that is different from the balance of the JAG Mobile Solutions product line because they are under 16' O.A.L. The hitch assembly is mounted through the front I-Beam of the trailer using a smaller diameter and thinner steel tube while all other models are manufactured with the hitch mounted under the front I-Beam, with larger, thicker tubes. The beginning dates were the dates the products were originally introduced for sale and the end dates are the most recent delivery dates.

## 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 defect in the product is a fatigue crack or break in the tongue assembly near the point where the hitch tubes connect to the front I-Beam Crossmember of the chassis. The defect will likely start as a crack on the underside of the hitch assembly. (See sketch or Picture)

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

The defect is in a component part purchased from and manufactured by Dexter Chassis Group, A Tomkins Company based in Elkhart IN with manufacturing facilities in White Pigeon Michigan. The hitch assembly of the chassis may be built with steel tubes that are not of adequate size to withstand the forces exerted on the hitch while in certain applications. Contributing factors are the rugged terrain some of the vehicles are transported over combined with ultra stiff suspensions on the commercial tow vehicles sometimes used when towing these units.

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

The hitch on the front of the trailer could crack and become non functional or break completely separating the trailer tongue from the rest of the chassis.

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

A crack on the underside of the hitch assembly may be observed or the deformation of the tongue may occur resulting in the hitch front being slightly or significantly higher than the rear of the hitch.

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

Dexter Chassis Group, A Tomlin Company

2900 Industrial Parkway East PO Box 250

Elkhart IN 46515

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

We have been instructed to correspond with Phil Bouwkamp VP of Engineering (269)483-7681

#### **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 or about 08-15-09 had call from customer regarding a broken hitch assembly on Porta-Lisa. No injuries or involved parties. Received pictures and engaged Phil Bouwkamp from Dexter Chassis for assistance. Dexter came to JAG Mobile Solutions office to inspect situation and took hitch assembly for analysis. Concluded materials were not defective, had no further comment on cause. JAG mobile Solutions replaced trailer with new unit at JAG expense to get the customer back in service, never getting hitch returned from Dexter, no further response to inquiries on matter.**

**On or about 10-15-09 had call from same customer who had broken hitch assembly above and stated had cracks in tongue of Porta-Lisa Plus. I engaged Phil Bouwkamp from Dexter. He visited customer to personally observe and remedy situation with assistance from his field service personnel. Field service personnel reinforced hitch assembly per Phil's direction. It was implied that this crack was as a result of customer abuse combined with condition of local roads and stiff vehicle suspension. (isolated incident that was customer specific)**

**On or about 5-25-10 had call from same customer who had broken hitch assembly above and cracks repaired by Dexter saying hitch assembly was re-cracked but did not want assistance because did not have faith in skills of Dexter. I asked customer for pictures.**

**On or about 06-15-10 received visit call from customer in Massachusetts stating he thought he had a chassis issue. I quizzed him, asked for more info and pictures and instructed him to park unit pending pictures and more info.**

**On or about 06-17-10 sent urgent email to Phil Bouwcamp asking please, please, for response to get fix in place and asking about drawing revisions on chassis over 4 year period.**

**On or about 06-17-10 got email from Tom Goss of Dexter Chassis (He was copied on last email to Phil) stating that an engineering change was enacted 8-7-08 on both Porta-Lisa and Porta-Lisa Plus hitch tube thicknesses.**

**On or about 07-13-10 received call and email from customer in New York with broken tongue in off road, non highway situation. There were no injuries.**

**Contacted Dexter (Component supplier for remedy and to voice concern) they helped coordinate repair at local weld shop and supplied expertise and some components. I believe covered directly under Dexter warranty. Situation logged at JAG Mobile Solutions as incident and advised customer to inspect other unit in fleet**

**On or about 07-17-10 same customer called to report crack in second unit obvious upon inspection and voiced concern. Dexter directs customer to use same repair facility to reinforce tongue per their instruction. I request urgent meeting with Dexter to address issue.**

**JAG Mobile Solution freighted trailer to customer to use for spare while his trailer was down being repaired.**

**On or about 07-21-10 we sent another urgent email to Phil Bouwkamp asking for help in resolution. I itemized my points and concerns and state that there could be up to 100 units in field with issues that I cannot diagnose without his assistance.**

**On or about 08-04-10 receive call from customer in Akron, Ohio area with older Porta-Lisa Plus with deformed tongue. Advise parking unit and notify Dexter.**

**On 08-06-10 receive call from customer in Baltimore area who broke a tongue in transit. No other vehicles involved and no injuries.**

**On 08-08-10 JAG Mobile Solutions, Inc decided that the defect in the chassis warranted a recall of Porta Lisa and Porta Lisa Plus model trailers.**

**On 08-09-10 demanded morning meeting with Dexter. JAG Mobile Solutions president, plant manager and engineer went to the Dexter test facility in Elkhart at 1PM to see proposed field repairs being tested. Discussed recall and clarified engineering design changes and their manufacturing process and agreed on sequence of events to arrive at solid field repair that has been cycle tested to industry standards and beyond.**

**On 08-09-10 Dexter repair technicians came to JAG Mobile Solutions facility in the early AM to inspect units currently in process and test some field repair techniques.**

**On 08-11-10 Dexter's Engineer and QC technician came to JAG Mobile Solutions facility in the early PM to inspect in-process units and to verify units were built to their print. They discovered 2 of 7 units were not built to their print specifications.**

**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.**

Several remedies are being tested in the Dexter lab and in conjunction with manufacturing consultation at JAG Mobile Solutions manufacturing facility. In addition to the filed repairs additional testing is underway to demonstrate the life expectancy of units in the field that were manufactured after engineering changes had been enacted. There are no demonstrated failures of units built properly to the new engineering requirement.

All failures are with lighter gauge steel. After the most recent design passes fatigue tests in Dexter lab those units manufactured with the appropriate beams will not require any modification, only confirmation of hitch tube assembly thickness matches most recent design criteria.

The customer will incur no cost for the field modification. The work will either be performed by Dexter field representatives or their assigned agents.

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**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.**

Upon completion of cycle testing that is currently in process, the new Porta-Lisa units will be built using thicker gauge steel tubing but will remain the same size at the 2”X4” specification. New Porta-Lisa Plus trailers are already using thicker 2”X6” tube as opposed to a thinner gauge 2”X4” tube that was the original specification. The 2”X4” thicker tube is currently going through cycle testing and the 2”X6” thicker tube has far exceeded projected life cycle models. If 2”X4” would fail, which is very unlikely then the tube will be changed to heavier gauge 2”X6” on the Porta-Lisa in addition to the Porta-Lisa Plus.

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

The remedy component will look exactly the same on the Porta-Lisa as it does now since it is only a tube thickness not a tube size change as long as it passes cycle testing. The Porta-Lisa plus will look very different as it has not only a thicker tube but a larger tube.

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**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 by Dexter providing a secondary verification of proper tube thicknesses in their sub assemblies and JAG Mobile Solutions verifying Dexter’s compliance after chassis is received. These policies were decided 8-10-10.

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**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.**

Schedule still to be determined.

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**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](mailto: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.**