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By Recall Management Division at 3:07 pm, Dec 07, 2010



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

On **November 1st, 2010** we (Glaval Bus) 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: **November 9th, 2010**

Furnish the manufacturer's identification code for this recall (if applicable): 09E-061

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.

Matthew A. Pollard, Design Engineer

Telephone Number: **(574) 262-2212 ext. 179** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Matthew A. Pollard
Design Engineer

⁽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, or by E-Mail to 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:

****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 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.

Vehicles produced during recall timeline: 341 _____
 Vehicles involved in recall: 94 _____
 Percentage of recalled vehicles vs. produced: 27.6% _____

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: 94

- 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 began building the Entourage model in late 2009. We determined that this was potentially an issue on the first unit and everyone built until November 1st, 2010. The issue was brought to Glaval Bus's attention when one of our end user unit's didn't pass a DOT inspection because of this issue.

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.

Currently the buses included in this scope need to have the ignition key in the run/accessory position in order to operate the front and rear hazard flashers properly. When the key is in the off position whether or not the key is in the ignition, only the front hazard flashers are operational. They need to work front and rear with the ignition in the off position with or without the key in the ignition. According to "Part 571.108: Standard No. 108: Lamps, reflective devices, and associated equipment" (§5.5.5) The vehicular hazard warning signal operating unit on each vehicle shall operate independently of the ignition or equivalent switch, and when activated, shall cause to flash simultaneously sufficient turn signal lamps to meet, as a minimum, the turn signal lamp photometric requirements of this standard.

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

The OEM wire that we tied is tied into the ignition source when it needs to be tied into the "hot" battery wire.

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

There is a possibility that the unit will not pass local DOT inspections (depending on state and local inspection requirements). This situation could cause personal injury if a vehicle were driving in adverse weather conditions or if the vehicle is stopped or incapacitated on a roadway.

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

None

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.

Glaval Bus first received a call on 8/24/2010 that a unit in the field didn't have rear flashers on the rear of the bus. We received the second call 9/24/2010 that a bus had the same issue. On 11/1/2010 we received the third call with the same issue and then determined that a recall was in order. No accidents, injuries, or fatalities have been reported due to this issue.

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.

Upon determining the problem, Glaval Bus established a "Recall Instructions" document giving detailed instructions to correct the issue. Within this document, a time allowance is given to correct the issue. Should the end user/vehicle owner determine the bus is non-complaint, we will instruct them to contact us with their vehicle information so that we may send a "Repair Bulletin" along with the necessary components to repair the issue. Once their unit is fixed, we will then cover their repair labor cost up to the time given in the recall instructions.

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.

Remedied Buses:

- a. Buses will have properly functioning rear hazard flashers with the ignition in the off position

Recalled Lifts:

- b. Buses will **not** have properly functioning rear hazard flashers with the ignition in the off position

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 remedy is identical to the recall remedy.

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 dealers/end users notice by postal mail the week of December 20th, 2010, dependant on when we receive approval from NHTSA.

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 users without approval from NHTSA. We will contact them through the recall letter attached to this document for review.

Unit #	Vin # 1	Make	Model	Year
1	9662	1FDAF56R6	Ford F-550SD 09EXR9433 (Entourage)	2009
2	9868	1FDGF5GR0	Ford F-550SD 09EXR9433 (Entourage)	2010
3	11288	1FDGF5GR3	Ford F-550SD 10EXR9433 (Entourage)	2010
4	11289	1FDGF5GR7	Ford F-550SD 10EXR9433 (Entourage)	2010
5	11292	1FDGF5GR9	Ford F-550SD 10EXR9433 (Entourage)	2010
6	11307	1FDGF5GR8	Ford F-550SD 10EXR8432 (Entourage)	2010
7	11328	1FDGF5GY6	Ford F-550SD 10EXR9533 (Entourage)	2010
8	11346	1FDGF5GT2	Ford F-550SD 11EXR9433 (Entourage)	2011
9	11354	1FDGF5GR5	Ford F-550SD 10EXR7429 (Entourage)	2010
10	11356	1FDGF5GR1	Ford F-550SD 10EXR7429 (Entourage)	2010
11	11360	1FDGF5GT0	Ford F-550SD 11EXR7429 (Entourage)	2011
12	11361	1FDGF5GT2	Ford F-550SD 11EXR7429 (Entourage)	2011
13	11362	1FDGF5GT9	Ford F-550SD 11EXR7429 (Entourage)	2011
14	11431	1FDGF5GRX	Ford F-550SD 10EXR9433 (Entourage)	2010
15	11446	1FDGF5GT6	Ford F-550SD 11EXR9433 (Entourage)	2011
16	11448	1FDGF5GR5	Ford F-550SD 10EXR8431 (Entourage)	2010
17	11449	1FDGF5GR3	Ford F-550SD 10EXR9433 (Entourage)	2010
18	11484	1FDGF5GY5	Ford F-550SD 10EXR8531 (Entourage)	2010
19	11486	1FDGF5GY5	Ford F-550SD 10EXR9533 (Entourage)	2010
20	11515	1FDGF5GR7	Ford F-550SD 10EXR8431 (Entourage)	2010
21	11516	1FDGF5GR0	Ford F-550SD 10EXR8431 (Entourage)	2010
22	11517	1FDGF5GR9	Ford F-550SD 10EXR8431 (Entourage)	2010
23	11536	1FDGF5GY3	Ford F-550SD 10EXR9533 (Entourage)	2010
24	11537	1FDGF5GTX	Ford F-550SD 11EXR8431 (Entourage)	2011
25	11539	1FDGF5GT9	Ford F-550SD 11EXR9433 (Entourage)	2011
26	11540	1FDGF5GYX	Ford F-550SD 11EXR9533 (Entourage)	2011
27	11546	1FDGF5GY7	Ford F-550SD 10EXR9533 (Entourage)	2010
28	11573	1FDGF5GY1	Ford F-550SD 10EXR8532 (Entourage)	2010
29	11626	1FDGF5GY3	Ford F-550SD 10EXR9533 (Entourage)	2010
30	11634	1FDGF5GT0	Ford F-550SD 11EXR9433 (Entourage)	2011
31	11635	1FDGF5GT4	Ford F-550SD 11EXR9433 (Entourage)	2011
32	11668	1FDGF5GT8	Ford F-550SD 11EXR9433 (Entourage)	2011
33	11674	1FDGF5GT1	Ford F-550SD 11EXR7429 (Entourage)	2011
34	11675	1FDGF5GT5	Ford F-550SD 11EXR7429 (Entourage)	2011
35	11688	1FDGF5GT7	Ford F-550SD 11EXR9433 (Entourage)	2011
36	11718	1FDGF5GTX	Ford F-550SD 11EXR9433 (Entourage)	2011
37	11722	1FDAF5GR9	Ford F-550SD 10EXR9433 (Entourage)	2010
38	11727	1FDGF5GY1	Ford F-550SD 11EXR8531 (Entourage)	2011
39	11728	1FDGF5GY9	Ford F-550SD 11EXR8531 (Entourage)	2011
40	11775	1FDGF5GY8	Ford F-550SD 11EXR9533 (Entourage)	2011
41	11782	1FDGF5GT0	Ford F-550SD 11EXR9433 (Entourage)	2011
42	11795	1FDGF5GY1	Ford F-550SD 11EXR9533 (Entourage)	2011
43	11803	1FDGF5GT1	Ford F-550SD 11EXR9433 (Entourage)	2011
44	11804	1FDGF5GT3	Ford F-550SD 11EXR9433 (Entourage)	2011
45	11805	1FDGF5GT5	Ford F-550SD 11EXR9433 (Entourage)	2011
46	11806	1FDGF5GT7	Ford F-550SD 11EXR9433 (Entourage)	2011
47	11807	1FDGF5GYX	Ford F-550SD 11EXR9533 (Entourage)	2011
48	11820	1FDGF5GT2	Ford F-550SD 11EXR9433 (Entourage)	2011

49	11827	1FDGF5GY1	Ford F-550SD	11EXR8532 (Entourage)	2011
50	11828	1FDGF5GY8	Ford F-550SD	11EXR8532 (Entourage)	2011
51	11829	1FDGF5GY3	Ford F-550SD	11EXR8532 (Entourage)	2011
52	11830	1FDGF5GY1	Ford F-550SD	11EXR8532 (Entourage)	2011
53	11831	1FDGF5GY5	Ford F-550SD	11EXR8532 (Entourage)	2011
54	11832	1FDGF5GY3	Ford F-550SD	11EXR8532 (Entourage)	2011
55	11842	1FDGF5GY3	Ford F-550SD	11EXR9533 (Entourage)	2011
56	11843	1FDGF5GT2	Ford F-550SD	11EXR9433 (Entourage)	2011
57	11844	1FDGF5GT3	Ford F-550SD	11EXR9433 (Entourage)	2011
58	11847	1FDGF5GYX	Ford F-550SD	11EXR8531 (Entourage)	2011
59	11863	1FDGF5HT1	Ford F-550SD	11EXR7425 (Entourage)	2011
60	11867	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
61	11876	1FDGF5GY5	Ford F-550SD	11EXR9533 (Entourage)	2011
62	11877	1FDGF5GY7	Ford F-550SD	11EXR9533 (Entourage)	2011
63	11878	1FDGF5GT7	Ford F-550SD	11EXR9433 (Entourage)	2011
64	11879	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
65	11880	1FDGF5GT5	Ford F-550SD	11EXR9433 (Entourage)	2011
66	11881	1FDGF5GT0	Ford F-550SD	11EXR9433 (Entourage)	2011
67	11982	1FDGF5GT8	Ford F-550SD	11EXR9433 (Entourage)	2011
68	11983	1FDGF5GTX	Ford F-550SD	11EXR9433 (Entourage)	2011
69	11997	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
70	12023	1FDGF5GT2	Ford F-550SD	11EXR7427 (Entourage)	2011
71	12040	1FDGF5GY3	Ford F-550SD	11EXR9533 (Entourage)	2011
72	12044	1FDGF5GYX	Ford F-550SD	11EXR8531 (Entourage)	2011
73	12045	1FDGF5GY2	Ford F-550SD	11EXR9533 (Entourage)	2011
74	12050	1FDGF5GY4	Ford F-550SD	11EXR9533 (Entourage)	2011
75	12008	1FDGF5GY6	Ford F-550SD	11EXR9533 (Entourage)	2011
76	12009	1FDGF5GY8	Ford F-550SD	11EXR9533 (Entourage)	2011
77	12010	1FDGF5GY9	Ford F-550SD	11EXR9533 (Entourage)	2011
78	12032	1FDGF5GY9	Ford F-550SD	11EXR9533 (Entourage)	2011
79	12033	1FDGF5GY0	Ford F-550SD	11EXR9533 (Entourage)	2011
80	12048	1FDGF5GT4	Ford F-550SD	11EXR9433 (Entourage)	2011
81	12049	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
82	12053	1FDGF5GT4	Ford F-550SD	11EXR9433 (Entourage)	2011
83	12054	1FDGF5GT2	Ford F-550SD	11EXR9433 (Entourage)	2011
84	12055	1FDGF5GT6	Ford F-550SD	11EXR9433 (Entourage)	2011
85	12056	1FDGF5GT0	Ford F-550SD	11EXR9433 (Entourage)	2011
86	12057	1FDGF5GT2	Ford F-550SD	11EXR9433 (Entourage)	2011
87	12058	1FDGF5GT3	Ford F-550SD	11EXR9433 (Entourage)	2011
88	12059	1FDGF5GT5	Ford F-550SD	11EXR9433 (Entourage)	2011
89	12060	1FDGF5GT7	Ford F-550SD	11EXR9433 (Entourage)	2011
90	12061	1FDGF5GT1	Ford F-550SD	11EXR9433 (Entourage)	2011
91	12062	1FDGF5GT0	Ford F-550SD	11EXR9433 (Entourage)	2011
92	12077	1FDGF5GY5	Ford F-550SD	11EXR9533 (Entourage)	2011
93	12086	1FDGF5GY7	Ford F-550SD	11EXR8531 (Entourage)	2011
94	12087	1FDGF5GY1	Ford F-550SD	11EXR9533 (Entourage)	2011