

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

On December 1, 2010, Executive Coach [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. 301) 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: 12/09/2010

Furnish the manufacturer's identification code for this recall (if applicable): FRS010

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.

Executive Coach Builders

4400 W. Production St. Springfield, MO 65803

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

Scott Lewis

Warranty & Compliance

Telephone Number: 888-322-9272 Fax No.: 417-447-1925

Name and Title of Person who prepared this report.

Scott Lewis

Joe Vucovich

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.

**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): Lincoln Model Years Involved: 08-011 Model(s): Towncar Limousine

Production Dates: Beginning: 6/12/09 Ending: 11/30/10

VIN Range: Beginning: 2L1FM88W79X603500 Ending: 2L1FL8JWXBX751255

Vehicle Type: Pass Bodystyle: Lincoln Towncar Executive Series Limousine

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

The vehicle needing recall will have a ground tab at the center under hood by firewall

if tab is absent no recall needed

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:**

\_\_\_\_\_  
\_\_\_\_\_

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.**

All Lincoln Towncar Limousines modified between 6/12/09 and 11/30/10. 50% of total production.

**II. Identify the Recall Population**

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

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
Lincoln Towncar Limousine	08-011	161

**Total Number Potentially Affected by the Recall:** 161

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** 100% of vehicles listed above

**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:**

Parts sent from Ford Motor Company to us in the Towncar to be installed were stored in  
the Parts Department. Upon a audit they were found and counted to determine how many  
have been left off vehicles that have left using sales data and delivery information .  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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 ground tab is not cut, and the original fuel rail shield is not removed and the updated shield is not installed under the hood

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

Job change in department doing procedure was not properly passed on to trainee  
Therefore part was left off.

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

In a major front impact the engine could potentially bend or rupture fuel lines under hood if the replacement shield is not in place.

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

N/A

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**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

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

N/A

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**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.**

**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.**

Upon an audit in our plant the parts that were left off were discovered. This audit was

done on 12/01/10.

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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.**

Upon recieving the letter the customer can contact us and a part will be sent with

instructions for installation, to a repair facility of the their choice. ECB will pay the predetermined labor amount either to the facility or we will reimburse the customer.

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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.**

The original shield it to be removed and the tab cut off, and a larger shield installed in place

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

The shield installed on the car is of lighter material than the replacement shield.

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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.**

Vehicle in our plant were quartined and the condition was fixed before delivery on the dates of 12/1/10-12/2/10 using same procedure as the recall.

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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.**

All vehicles in the recall group have customer information that the recall will be sent out to vehicles at dealer recieved information to quartine vehicles as of 12/6/10. Customer information on recall will be sent out week 12/13/10.

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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 for review prior to mailing.***

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