

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

On FEBRUARY, 2011, 4<sup>th</sup> [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. \_\_\_\_\_) 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: FEBRUARY 4<sup>th</sup> 2011

Furnish the manufacturer's identification code for this recall (if applicable): 11E-003

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.

COACH AND EQUIPMENT MANUFACTURING CORP.  
130 HORIZON PARK DRIVE PENNYAN New York 14527

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

MICHAEL HANNA WARRANTY MANAGER

Telephone Number: 315-536-2321 Ex 1212 Fax No.: 315-536-0460

Name and Title of Person who prepared this report.

MICHAEL HANNA  
WARRANTY MANAGER

Signed:

Michael Hanna

<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): FORD Model Years Involved: 2006-2010 Model(s): Coach and Equipment

Production Dates: Beginning: 2006 Ending: 2010

VIN Range: Beginning: DA51296 Ending: DA80889

Vehicle Type: Ford Bodystyle: Phoenix

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

Bus will have a Carrier EM-1 Evaporator with 4- Air Vent in front per photo attached.

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.

**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
PHOENIX	2006	500
PHOENIX	2007	500
PHOENIX	2008	500
PHOENIX	2009	500
PHOENIX	2010	500

Total Number Potentially Affected by the Recall: 2500

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 80%

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:

Records of ALL unit manufactured Between 2006 + 2010  
were pulled. A total number of 5017 were built,  
APPROX 1/2 OF UNITS RECEIVED THE EM-1 EVAPUATOR

**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.

UNPROTECTED Fuse holder mounted in EVAPORATOR  
SEE Photo Attached

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

Possible to Short to Ground.

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

Could, Short to Ground, Blow Fuse, or Cause  
over heating of wires

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

Blown Fuse, Hot Smell, Discolored wires

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

CARRIER TRANSCOLD

50 Grumbacher Road

YORK PA 17406

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

Robert Picker 800-793-4741

**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. *NA.*

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*

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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.

*Coach and Equipment will be mailing ALL (Number to be determined) Company Letter to ALL Coach and Equipment Bus owners with A Copy of the Carrier Hot Line for parts and Labor reimbursement Attached.*

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.

Notify ALL Involved AND Send Letters to HAVE RECALL  
TAL-SER 11-001

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

REMOVE INSTALLED Fuse holder AND Retro fit with  
Kit # PT11-01 New Fuse holder

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.

Starting Early JANUARY 2011, ALL EM-1 CARRIER EVAPORATORS  
WERE Supplied By CARRIER with the upgrade Installed

#### 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.

Letters to be sent on or before February 28<sup>th</sup> 2011

## **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.**