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11V-240
(5 pages) Amended

Spartan Motors Chassis, Inc.
1000 Reynolds Road - Charlotte, MI - 48813

DEFECT AND NONCOMPLIANCE REPORT - DOMESTIC

Description:	Inadvertent Function of Tell Tales

Internal Code:	11008	**Date of Report:**	5/5/2011

Submitted to:

Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

Attn: Mrs. Kelly Schuler, Office of Defects Investigation
Fax: (202) 366-7882
Email: RMD.ODI@dot.gov

Manufacturer Identification:

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Preparer's Signature: 

I. IDENTIFY THE US BOUND VEHICLE MODELS INVOLVED IN THE RECALL

Make:		Spartan Motors Chassis, Inc.		
Model(s):		Furion, Gladiator, and Metrostar		
Model Years Involved:		2010 and 2011		
Vehicle Type:		Incomplete Fire Apparatus Chassis/Cab		
Weight Range:	From GVWR:	34,600 lbs	To GVWR:	64000 lbs
Weight Class:	From Class:	8	To Class:	8
Beginning VDM:	4/8/2010		**Ending VDM:**	3/24/2011
% Potentially Involved:		100%		

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

The vehicles affected by the recall are equipped with tell tales that are manufacturered by a different supplier which uses different control logic to activitate the function of the telltales from previous built vehicles of the same model.

II. IDENTIFY THE RECALL POPULATION

Furnish the total number of vehicles recalled potentially containing the defect or non-compliance

MODEL	MODEL YEAR	No. POTENTIALLY INVOLVED
Furion	2010	1
Gladiator	2010	3
Metrostar	2010	6
Furion	2011	6
Gladiator	2011	18
Metrostar	2011	76
	TOTAL:	110

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

Approximate Defect Percentage: **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:

Tell tales produced by Pacific Insight Electronics Corporation were assigned a unique part number which distinguishes their product from products supplied by a different vendor.

III. DESCRIBE THE DEFECT OR NONCOMPLIANCE

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.
Certain tell tales do not illuminate when they are intended (high beam lamp, brake lamp) or flicker when there is no cause resulting in a non-compliance to FMVSS 101 - Controls and Displays. In addition, the ABS lamp may not illuminate when there is the system is affected by a fault resulting in a non-compliance to FMVSS 121 - Air Brake Systems

Describe the cause(s) of the defect or noncompliance condition.
The programming logic of the tell tales in the instrument panel causes intermitten function of certain tell tales.

Describe the consequence(s) of the defect or noncompliance condition.
The tell tale for the high beam may not illuminate when the high beam head lights are activated resulting in a potential distraction to on coming traffic. This could result in a vehicle crash. The ABS lamp may not illuminate when a malfunction occurs therefore not alerting the driver. Malfunctions that warrant the lamp to illuminate may result in the loss of the functions of the ABS resulting in a vehicle crash.

Identify any warning which can (a) precede or (b) occur.
This can occur without warning.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address:	
Generic Component Name:	Gauge Set
Supplier Part Number:	N/A
Spartan Part Number:	1712-NN1-AAAA through 1712-NN1-BEBA
Supplier Corporate Name:	Pacific Insight Electronics Corporation
Address:	1155 Insight Drive Nelson, BC V1L 5P5
CEO or Knowledgeable Rep:	

IV. PROVIDE THE CHRONOLOGY IN DETERMINING THE DEFECT/NONCOMPLIANCE

If defect, furnish a chronological summary with dates of all the principle events that were the basis for the determination of the defect. Include number of reports, accidents, injuries, fatalities, and warranty claims.

N/A

If noncompliance, identify and provide the test results or other data in chronological order with dates on which the noncompliance was determined.

14MAR11 - Customer complaint received on the subject of tell tales "flickering", or not working when they should. Engineer travels to location to validate complaint. Engineer returns and begins testing to confirm issue on test vehicle.

29MAR11 - Compliance is asked to review the complaint in relation to FMVSS 108 by the assigned Problem Solving Team. Compliance completes review and suggests to the Problem Solving Team a potential non-compliance exist.

31MAR11 - The Problem Solving Team proposes recalling certain vehicles due to tell tales not meeting certain requirements of FMVSS 108 to the Corrective Action Review Team (CART). CART Agrees.

05APR11 - Compliance informs Market Line Lead of intent to recall certain vehicles.

07APR11 - Market Line Lead acknowledges and approves the intent to recall certain vehicles.

14APR11 - Compliance notifies NHTSA.

V. IDENTIFY THE REMEDY

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 remedy for the non-compliance is to reprogram the control panel for the tell tales with logic that will ensure the tells will work as designed without interruption. Sequencing logic will be different between the recall condition and the remedy.

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

The components associated with the remedy will be labeled with new labels indicating the new revision level of the component.

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.

On 31MAR11, product was stopped from distribution to the final stage manufacturers. Vehicles delivered after this date will have the corrected programming for tell tales.

VI. IDENTIFY THE RECALL SCHEDULE

Furnish a schedule or agenda, with specific dates, for notification to other manufacturers, dealers/retailers, and purchasers. Please identify any forseeable problems with implementing this recall.
Final stage manufacturers were notified on 18APR11 Customer Notifications are planned to be mailed on, or before, 15JUN11

VII. FURNISH RECALL COMMUNICATIONS

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 concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification.

DOCUMENT DESCRIPTION	DATE AND MANNER SUBMITTED
Notification letter to other manufacturers	18-Apr-11
Draft Notification letter to purchasers	15-Jun-11
Press release (if applicable)	N/A
Recall Service Bulletin (RSB)	18-Apr-11
Notification Envelope	Pre-Approved

The manufacturer's campaign identification number if not identical to the number
11008