

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On August 25, 2011, Wheeled Coach Industries [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: September 1, 2011

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.

Wheeled Coach Industries 2737 N. Forsyth Road Winter Park, FL 32792

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

Antonio Cokovski, Director of Engineering

2737 N. Forsyth Road Winter Park, FL 32792

Telephone Number: 800-932-7077 x 264 **Fax No.:** 800-513-2553

Name and Title of Person who prepared this report.

Daniel Del Rio – Customer Service Manager

Signed:

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 Jennifer Timian at (202) 366-0209, 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): FORD **Model Years Involved:** 2004-2010 **Model(s):** E-350 VAN (DIESEL)

Production Dates: Beginning: 05/17/2004 **Ending:** 04/06/2011

VIN Range: Beginning: 1FDSS34P04HA92435 **Ending:** 1FDSS3ES7ADA13249

Vehicle Type: II **Bodystyle:** VAN

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

Units affected are in the "Salt States" which are considered: Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, the District of Columbia, West Virginia, Ohio, Indiana, Michigan, Illinois, Wisconsin, Minnesota, Iowa, and Missouri

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.

The percentage of the production of all the recalled models manufactured by Wheeled Coach between the inclusive dates of manufacture provided above, that the recalled model population represents is: 46%

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
E-350 VAN	2004-2010	725

Total Number Potentially Affected by the Recall: _____ 725

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

Percentage of the total number of vehicles estimated to actually contain the defect or noncompliance is: 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:

It has come to our attention that in several geographical areas of the country conditions may exist that, over time, will corrode the Ford O.E.M. secondary remote battery terminal. It appears that corrosion of the O.E.M. secondary remote battery terminal is due to road salt and other caustic anti-icing agents used on the public roads of the identified states. When the O.E.M. secondary remote battery terminal fails due to corrosion, it affects Wheeled Coach's accessory power cable. The risk to motor vehicle safety is minimal as the vehicle continues to operate including drive ability, headlights, tail lights, brake lights, etc. however accessory electrical functions such as siren, warning lights and interior patient compartment lights would be intermittent or fail to operate. It was determined that the corrossions were caused by the calcium chloride chemical elements that are used in what is considered to be the "Salt States" during the winter season. The beginning and final dates of manufacture of the recalled units were determined by our completion dates of the units.

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.

When the O.E.M. secondary remote battery terminal fails due to corrosion, it affects Wheeled Coach's accessory power cable.

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

Presence of salt due to the calcium chloride elements can cause the Wheeled Coach accessory cable to corrode which could result in loss of service in the patient compartment.

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

The deterioration of the terminal cause a disruption of power resulting in loss of service in the patient compartment.

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.

NA

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

NA

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 April 29, 1011 Wheeled Coach received Vehicle Owner's Questionnaire from the National Highway Traffic Safety Administration regarding a customer concern of our secondary battery terminal

Our engineering department was made aware of the Vehicle Owner's Questionnaire and after their review a change was made to change the design of our secondary battery terminal location.

Beginning on July 27, 2011 we sent out a field service bulletin to all affected customers. This service bulletin detailed the potential corrosion issue on the secondary battery terminal and gave instructions on how to inspect their vehicle for possible corrosion. Customers were instructed fill out a warranty claim, which was provided, in order to receive the necessary repair parts. These parts were sent to either the customer or a Wheeled Coach service center for installation at no cost to the customer. We received a total of 44 requests for the necessary parts.

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.

NA

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.

A recall letter will be sent out to all customers in the “Salt States” area informing them of the recall.
Customer will need to fill out a warranty claim which will be provided in the letter and we will send them the
necessary parts. We will also authorize the customer to take their vehicle to a service center for them to retrofit
this part at no cost to the customer. The service center will be authorized 1hour of labor

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.

For all diesel E-series vans, we have created work instructions on moving the secondary battery terminal. We have also created work instructions for the field to fix any defective units and we have all the information and parts needed to support the field.

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

Secondary Battery Terminal has been moved from the battery to the 400 ANL Amp Fuse

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 July 12, 2011 we created a work instruction for installation of cable from Battery to ANL 400 AMP Fuse

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.

We will begin sending out letters to all affected customers beginning on September 12, 2011. We anticipate completing the notifications by September 16, 2011. We will have sufficient parts to meet customer demand.

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.