

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

On November 2<sup>nd</sup>, 2011 STARTRANS [MFR] 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 8<sup>th</sup>, 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.

SUPREME CORP. - STARTRANS BUS  
P.O. Box 463  
GOSHEN, IN 465

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

KEVIN WALKER  
ENGINEERING MGR.

Telephone Number: (574) 642-0811 Fax No.: (574) 642-0812

Name and Title of Person who prepared this report.  
SAMB

Signed:

Kevin Walker

<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](mailto: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): \_\_\_\_\_ 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): MFSAB Model Years Involved: 5 Model(s): REAR DOOR EXIT

Production Dates: Beginning: 2007 Ending: 2011

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

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

ACCESSABILITY TO THE REAR DOOR "CLEARANCE"  
\_\_\_\_\_  
\_\_\_\_\_

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.

.5% TO 1%

II. Identify the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
MFSAB	2007-11	436

Total Number Potentially Affected by the Recall: 436

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 36.9%

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:

REC'D A (PHONE CALL) FROM A Mr. ED CHAN (WHICH OUTLINED THE "Non-Compliance" TO FMVSS 217 S.5.4.2.1 HIS WAS CONTACTED AND ASKED TO RESEARCH FOR EVERY UNIT FLOOR PLAN TO DETERMINE SEATING FROM THE START OF MFSAB MODEL TO CURRENT. THAT RESULT IS LISTED ABOVE.

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 CLEARANCE REQUIRED IN FMUSS 217 §5.4.2.1  
WAS NOT FOLLOWED IN THE APPLICABLE UNITS  
IN QUESTION.

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

IT WAS ORIGINALLY DETERMINED THAT THERE  
WAS ENOUGH CLEARANCE BASED ON STARTERS UNDER-  
STANDING OF THE REGULATION

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

FAILURE TO GAIN ACCESS TO THE EMERGENCY EXIT  
IN AN EMERGENCY COULD BE POSSIBLE

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

DEALER OWNED LETTER / DRAFT

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:

John Woods - General Mgr.

**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.

SEE ATTACHED LETTER FROM  
STU SEIGEL DATED 9/6/11.

**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.

THROUGH OUR RECORDS DETERMINING A LIST OF CUSTOMERS  
VIA LETTER CONTACT INSTRUCTING OWNERS WHAT TO DO. (REMEDY)  
THE LETTER SHOULD INSTRUCT THE OWNER TO TAKE  
OUT THE SEAT NEXT TO THE REAR DOOR EXIT.

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.

STARTTRANS WILL GENERATE A LIST OF KNOWN CUSTOMERS FROM WK SALES WITH THE APPLICABLE PROBLEM. THESE CUSTOMERS / LIST REPRESENT THE CONTROL GROUP THAT WILL BE CONTACTED WITH A "OWNER NOTIFICATION" LETTER OUTLINING WHAT STEPS TO TAKE TO CORRECT THE NON-COMPLIANCE.

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

THE OWNER NOTIFICATION WILL PROVIDE DETAILED INSTRUCTIONS OUTLINING THE SEAT REMOVAL AND RETURN OF OR ACKNOWLEDGEMENT OF THE REMOVAL

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.

PRODUCTION WAS CHECKED FOR UNITS IN PROCESS. HAVING FOUND NONE, SALES WAS INFORMED OF THE NON-COMPLIANCE AND ENGINEERING MADE AWARE OF THE "ZONE" OF INFRACTION.

#### 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.

- STARTTRANS CONTACTED BY PHONE NOVEMBER 2<sup>ND</sup>, 2011
- WK OF NOVEMBER 7<sup>TH</sup> ODI WAS NOTIFIED
- ONCE ODI APPROVES STARTTRANS DECISIONS WE WILL ISSUE AN OWNER NOTIFICATION LETTER IN DECEMBER ... NOVEMBER
- STARTING IN DEC/11 STARTTRANS WILL CONTACT CUSTOMERS TO START THE REMEDY PROCESS.

## 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](mailto: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.