

Safety Defect and Noncompliance Report Guide for Equipment
PART 573 Defect and Noncompliance Report¹

On November 10, 2008, Starcraft Bus [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in items of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: November 10, 2011

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

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Starcraft Bus, a Division of Forest River, Inc.

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

Larry Hall
Director of Engineering

Telephone Number: 800-348-7440 Fax No.: 574-642-3301

Name and Title of Person who prepared this report.

Larry Hall
Director of Engineering

Signed:

¹Each 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 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 E-Mail to RMD.ODI@dot.gov.

I. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:

Generic name of the item:

Make: All **Model:** _____

Part Number: _____ **Size:** _____

Function: Shuttle Bus

Other information which characterizes/distinguishes the items of equipment to be recalled:

Shuttle Bus equipped with a GEN-V EM-1 Evaporator by Carrier

Make: _____ **Model:** _____

Part Number: _____ **Size:** _____

Function: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: _____ **Model:** _____

Part Number: _____ **Size:** _____

Function: _____

Other information which characterizes/distinguishes the items of equipment to be recalled:

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 Equipment equipped with certain items of equipment from January 1, 1996, through April 1, 1997, then what was the percentage of the recalled Equipment of all Equipment manufactured during that time period.

II. Identifying the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Items Potentially Involved</u>
Starlite	2006-2010	40
Starquest	2006-2010	1
Ultrastar	2006-2010	6
Allstar	2006-2010	1134
Allstar XL	2006-2010	9
XLT	2006-2010	4
ELF	2006-2010	10
Total Number Potentially Affected by the Recall:		<u>1204</u>

4. Furnish the approximate percentage of the total number of items of equipment estimated to actually contain the defect or noncompliance: 7%

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 items of equipment: Carrier, the manufacturer of the defective part, identified production dates of January 2006 through December 2010. Starcraft looked at orders one (1) quarter pass that date. Starcraft looked at every order for GEN-V EM-1 Evaporators since January.

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 Carrier GEN-V EM-1 Evaporator is equipped with a fuse holder that may, overtime, loosen the fuse which could result in high resistance and arcing.

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

With time, temperature, and/or vibration of the fuse ma loosen in fuse holder, resulting in high resistance and arcing.

If sufficient arcing occurs, the fuse holder may melt or ignite.

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

Smoke or flame could propagate within the Carrier GEN-V EM-1 Evaporator

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.

Carrier Corporation

One Carrier Place

Farmington, CT 06034-4015

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

Muriel Makharine, V.P. Legal Affairs

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 Carrier's documents

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

See attached Carrier's documents

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

See attached Carrier's documents

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.

See attached Carrier's documents

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 foreseeable problems with implementing the recall.

Starcraft will send notice to all Dealers involved with recall via UPS by November 10, 2011. Our Dealer will then notify their customers.

VII. Furnish Recall Communications

9. 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 (RMD.ODI@dot.gov) for review prior to mailing.

Note: These documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.