

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: 06/14/12

This report serves as [insert reporting manufacturer's name]'s notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a [insert as applicable: "defect related to motor vehicle safety" or "noncompliance with Federal Motor Vehicle Safety Standards"] exists in certain [identify the vehicles at issue]. [Manufacturer] decided that this [insert "defect" or "noncompliance," as applicable] existed in these vehicles on [insert date].

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's corporate name: Coach and Equipment MFG. Corp.

Vehicle brand or trademark name owner(s) (where applicable): Coach And Equipment

Designated Agent (imported vehicles):

If this notification concerns a defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):

<u>BRAUN Corporation</u>	<u>Century-2 (NCL-2)</u>	<u>2006-2010</u>
<u>631 W. 11th street</u>	<u>Vista-2 (NCL-2)</u>	<u>2006-2010</u>
<u>Winamac IN 46994</u>	<u>Wheel chair Lifts</u>	
<u>Phone 574-946-6153</u>		

OR
800-946-7513 Ext 3272

Rick Nelson
Director of Product Support

Name, address, email, and phone and fax numbers for the person(s) to whom inquiries about this report should be directed:

Rick Nelson
Director of Product Sales
1-800-946-7513 Ext 3272
Fax - 574-946-3143

Manufacturer's assigned campaign number (where applicable): EQ12-005

II. Identification of the Recall Population and Its Size

Complete the tables below for each group of vehicles subject to this notification. Additional tables may be necessary where there are more than three groups subject to a notification.

Make:	<u>Coach AND Equipment</u>
Model:	<u>Phoenix</u>
Model Year(s):	<u>2006-2010</u>
Inclusive dates of manufacture (month and year):	<u>01/2006 - 12/2010</u>
Body Style/Type (for non-passenger cars):	<u>Bus</u>
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):	<u>E-350 Ford -Bus</u> <u>E-450 Ford Bus.</u>
Total number of these vehicles:	<u>1627</u>

Make:
Model:
Model Year(s):
Inclusive dates of manufacture (month and year):
Body Style/Type (for non-passenger cars):
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):

Total number of these vehicles:

Make:
Model:
Model Year(s):
Inclusive dates of manufacture (month and year):
Body Style/Type (for non-passenger cars):
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):
Total number of these vehicles:

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: 1627

The percentage of the recall population you estimate actually contain the defect or noncompliance: less than half of 1%

Identify and describe how the recall population was determined (e.g., on what basis the recalled models were selected and how the inclusive dates of manufacture were determined):

Bus were tracked by orders from Braun by unit number

Dates were selected by BRAUN letter from 2006-2010

Describe how the recall population is different from any similar vehicles not subject to this notification:

only buses that require a Handicap Lift would be involved.

III. Description of the Defect or Noncompliance and Chronology of Events

Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.

Location of defect is the outer barrier end of the wheelchair lift platform (outer barrier) latches are no longer holding the roll stop to prevent passengers in wheelchairs from riding over the roll stop

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

JLC maintenance related to damaged parts replacement or product misuse through high impacts by wheelchairs or scooters

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

The consequence of the defect is the Roll stop or latch may not operate properly. IN the case this occurs when LIFT is in the Elevated position. The wheel chair/passenger MAY FALL to the ground

Identify any warning(s) that may precede the defect or noncompliance condition.

per trip LIFT Inspection, before boarding the lift platform attendant or wheel chair occupant may observe the outer barrier Roll Stop in A "UNlatched" Condition when Raised From the ground

For defects, provide a dated, chronological summary of all the principle events that were the basis for the determination that the defect is related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information such as numbers of crashes, injuries and fatalities.

N/A SEE BRAUN'S ANSWER

For noncompliances, identify the test results and other information considered in determining the existence of the noncompliance, and provide the date of each test and observation indicative of that noncompliance.

SEE BRAUN'S ANSWER

IV. The Remedy Program and Its Schedule

Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer's notification concerning that defect or noncompliance. Also include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.

BRAUN Corp will Reimburse one hour labor and supply update parts at no charge to owners of units affected by Recall

Provide the estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.

Notifications Estimated Dates 04/20/2012

Completion to be provided at later date

Provide the estimated date(s) on which dealer and distributor notifications will be issued and the estimated date(s) for completion of those notifications.

Dealer + distributors notification 04/20/2012

Completion to be provided at later date

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

To be provided at a later date

******* IMPORTANT REMINDERS *******

A DRAFT version of the letter that the manufacturer intends to mail to owners and purchasers notifying them of the defect and/or noncompliance must be submitted to NHTSA at least five Federal Government business days before those letters are issued. In addition, it is recommended that the draft version of the letter that the manufacturer intends to send to its dealers and distributors concerning the defect and/or noncompliance also be submitted for review. For prompt receipt and review, drafts may be submitted to the attention of the Recall Management Division (NVS-215) via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov.

A representative 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, dealer, or purchaser, must be submitted to NHTSA no later than five days after they are initially sent. This requirement applies both to the final version of the notification letter that is sent to owners and purchasers, as well as the final version that is sent to dealers and distributors. It also includes any follow-up notifications issued concerning a recall. The representative copies of the letters sent to owners and purchasers, and dealers and distributors, must be submitted via certified mail. It is strongly recommended, however, that additional representative copies be submitted via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov, so that the submission can be more promptly reviewed. All submissions should be conspicuously labeled with the appropriate NHTSA-assigned recall number.