

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

On June 18, 2012, Starcraft Bus [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. 217.S5.2.3.2 (3)) 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: June 21, 2012

Furnish the manufacturer's identification code for this recall (if applicable): 12E-017

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.

Starcraft Bus

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

Engineering Manager – Commercial Bus Division

Telephone Number: 800-347-7440 ext 252 **Fax No.:** 574-642-4835

Name and Title of Person who prepared this report.

Larry Hall

Engineering Manager – Commercial Bus Division

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): Starcraft Bus

Model Years Involved: 2006 - 2010

Model(s): Starcraft shuttle bus equipped with a Braun wheelchair lift Century-2 (NCL-2) or Vista-2 (NVL-2)

Production Dates: Beginning: 11/20/2006 **Ending:** 9/10/2010

VIN Range: Beginning: unknown at this time **Ending:** unknown at this time

Vehicle Type: Ford Cutaway **Bodystyle:** Shuttle Bus

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

This recall involves vehicles equipped with a Braun wheelchair lift Century-2 (NCL-2) or Vista-2 (NVL-2).

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): _____ **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:

Vehicles equipped with a Braun wheelchair lift Century-2 (NCL-2) or Vista-2 (NVL-2) from 11/20/2006 thur 9/10/2010.

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 November 20, 2006 through September 10, 2010, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period. 20.5%

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>
<u>Unknown at this time.</u>		
<hr/>		
<hr/>		
<hr/>		
<hr/>		

Total Number Potentially Affected by the Recall: 2209

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

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:

The recall population was determined by the ship dates of the manufactured wheelchair lift from The Braun Corporation and cross referenced with the dates that units were pulled off-line.

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 Braun Corporation has determined that certain lifts, which were manufacture during the time frame of November 20, 2006 through September 10, 2010 and installed in Starcraft buses. The lifts indentified by Braun may have an outter roll stop latch that might not prevent the wheelchair occupant from rolling off the lift platform.

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

Lack of maintenance related to damaged part replacement, or product miosuse through high energy wheelchair / scooter impacts.

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

Roll stop and latch parts may not operate properly or may become bent or misaligned through impact or continued use, and a wheelchair occupant may defeat or ride over the insufficiently latch roll stop. If this occurs when the lift platform is in an elevated position, the wheelchair / passenger may fall to the ground and sustain injury.

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

During a pre or post-trip lift inspection, or before boarding the lift platform, a lift attendant or wheelchair occupant may observe the outer roll stop in an unlatched condition when the lift platform is deployed from its stowed position or raised off the ground.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

The Braun Corporation

631 West 11th Street

P.O. Box 310

Winamac, IN 46996

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

Rick Nelson

Director of Product Support

The Braun Corporation

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.

During the late summer of 2011, Braun received notice of a single complaint filed with NHTSA. This complaint prompted a NHTSA Preliminary Evaluation to assess the scope and severity of the alleged defect. Upon learning of the complaint, Braun objected to NHTSA's allegation of defect and acknowledged that it had earlier addressed roll stop latch/latch bracket damage issues via two Service Bulletins in April and June 2010.

These Service Bulletins were created to address situations where damaged roll stop latches and latch brackets made roll stop securement questionable. After further consultation with NHTSA, Braun concluded it would conduct a voluntary recall in the interest of public safety.

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.

None

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.

The Braun Corporation has developed a remedy program to replace the outer roll stop latch, latch bracket and clevis pin. Installation Kit 945-12E002.

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.

Before boarding the lift platform, a lift attendant or wheelchair occupant may observe the outer roll stop in an unlatched condition when the lift platform is deployed from its stowed position or raised off the ground. The Braun Corporation has developed a remedy program to replace the outer roll stop latch, latch bracket and clevis pin. Installation Kit 945-12E002.

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

See Braun's Safety Recall Notice Service Bulletin 37679 Dated February 2012

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.

The recall condition was corrected in Braun's production on August 24, 2010. This took the form of redesigned roll stop latch brackets. The production remedy is not identical to the recall remedy since the production remedy was not backward compatible with earlier production lifts. The recall remedy is compatible with the entire recall population.

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.

A written procedure for a field fix has been completed by The Braun Corporation. Starcraft will send that documentation to dealers pending approval from NHTSA.

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.