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12V-384

6 Pages

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports ⁽¹⁾

On January 24th, 2012 The Braun Corporation has 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: **July 26th**

Furnish the manufacturer's identification code for this recall (if applicable): NA

1. Identify the full corporate name of the fabrication 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.

Glaval 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.

Vickie Stout, Customer Service Manager

Telephone Number: **(574) 262-2212 ext. 138** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Vickie Stout
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 Mr. George Person at (202) 366-5210 or 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 350 and 450 Model Years Involved: 2011-2012 Model(s): Universal and Primetime and Sport.

Production Dates: Beginning July 1st 2011 Ending: July 31 2012

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

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

Make(s): Ford 550 Model Years Involved: 2011- 2012 Model(s): Entourage

Production Dates: Beginning July 1st 2011 Ending: July 31 2012 VIN

Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

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

Make(s): CHEVY 3500-4500 Model Years Involved: 2011-2012 (s): TITAN II

Production Dates: Beginning July 1st 2011 Ending: July 31 2012 VIN

Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

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.

Vehicles produced during recall timeline: 1590

Vehicles involved in recall: 90 USA 0 Canada

Percentage of recalled vehicles vs. produced: .0566%

II. Identify the Recall Population

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

<u>Vehicles Model</u>	<u>Year</u>	<u>Number of Potentially Involved</u>
<u>Entourage, Sport, Universal and Titan II</u>	<u>2011 and 2012</u>	<u>90</u>

Total Number Potentially Affected by the Recall: 90

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

Specially Manufacturing Inc. has supplied us with of the number of units affected for each of our order and the part number for the affected parts we purchased and we were able to match our purchase orders in which we then cross referenced with our VIN's.

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.

Increased friction between the 009327 Rear Plate Assembly and the 008956 Nylon Receiver results in an opening force on ProLo roof hatches that may exceed FMVSS127 standards

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

Continued wear of the tools over time for both the 008956 Nylon Receiver and the 009327 Rear Plate Assembly produced by SMI combined with a change in suppliers for the 008956 Nylon Rear Pop-Up Support

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

The forces required to open the roof hatch may exceed the FMVSS 217-specified 40-pound maximum by forces ranging from 1 to 25 pounds with the average being 7 pounds.

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

There are no warnings for this issue. The condition would manifest itself only when the roof hatch is opened as, for example, during daily driver inspections the person opening the hatch perceived that greater than normal force was required.

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

Specialty Manufacture Inc. 10200 Pineville Road, Pineville, NC 28134

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

Mike Hagan Director of Sales & Marketing 704-889-7518

IV.

V.

VI. 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.

As reported from SMI

- | | |
|---------|---|
| 3-19-12 | <u>Initial report from Thomas Built Bus (TBB) that a ProLo hatch failed the 40 lb. FMVSS 217 opening force test.</u> |
| 3-20-12 | <u>Initial analysis of failure modes by SMI indicated that the 008956 Nylon Receiver was not t dimensional specifications. In addition, SMI identified a burr on the 009330 metal plate (part of 009327 Rear plat Assembly that fits into the 008956 support)</u> |
| 3-21-12 | <u>SMI Implemented a containment and rework process for the 009327 Rear Plate Assembly</u> |
| 3-23-12 | <u>SMI personnel visited TBB review that test and inspection process</u> |
| 3-25-12 | <u>SMI developed and implemented a rework process for the 008956 Nylon Receiver to open the slot dimensions to relieve the friction.</u> |

- 3-26-12 SMI refined the testing procedure, conducted field testing of hatches and gathered data to determine the extent of the issue.
- 3-30-12 SMI dispatched a team of Thomas Built Bus to inspect and/or replace 008956 Nylon Rear Pop-Up Supports on all ProLo hatches on their lot, on their assembly lines and in there stock.
- 4-10-12 SMI notified Blue Bird of the issue with the increased opening form on ProLo roof hatches
- 4-12-12 SMI decided to notify NHTSA and to take further remedial action
- 4-11-12 SMI DISPATCHED A TEAM TO Blue Bird to inspect and/or replace 008956 Nylon Receiver on all ProLo hatches on their lot, on their assembly lines and in their stock
- 4-12-12 SMI determined there was sufficient evidence to report the issue to NHTSA.
- 4-14-12 First production of 008956 Nylon Receiver at B&B Tool and Molding.
- 4-16-12 SMI contacted Kelly Schuler at NHTSA
- 4-16-12 SMI notified IC/Navistar of the issue with the increased opening form on ProLo roof hatches
- 4-16-12 First receipt at SMI of 008956 Nylon Receiver from B & B tool and Molding
- 4-17-12 SMI dispatched a team to IC/Navistar to inspect and/or replace 008956 Nylon Receiver on all ProLo hatches on their lot, on their assembly lines and in their stock
- 7-18-12 Glaval Bus received Recall notification from NHTSA
- 7-19-12 Notification of receipt sent to NHTSA and investigation of recall started.
- 7-27-12 Contacted SMI and received for information on problem and solution and their 573 form so we could complete our information. Information shows that we received a total of 90 units first delivery date July 2011 and last date March 2012. Ran reports from July 1 2011 through July 31st 2012 to find all units built with these parts and the customer names and locations. Found 101 units built so the 90 were in fact used. Checked shelf to ensure there were none left and there were not.
- 8-1-12 82 units were shipped with defect. There are 8 Glaval Bus units still on ground. Ordered parts and they will be changed as soon as parts arrive.

VII. Identify the Remedy

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

Replacement of the 008956 Nylon Receiver resolves interference issues

See Supplement ProLo hatch Rear Support Receiver Replacement Instructions # 009493K ATTACHMENT.

VIII. Identify the Recall Schedule

9. 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.

Glaval anticipates the recall campaign will begin during August 3rd. At that time, our end-users will begin to be notified regarding the recall as well as our selling dealers.

Furnish Recall Communications

10. 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) for review prior to mailing.*

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