

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: 11/12/12

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:

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

Designated Agent (imported vehicles):

Creative Bus Sales, Inc.

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):

The Braun Corporation NC-2 and N-2 wheelchair lifts. Please refer to Braun 12E002 Recall.

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

Jason Hohalek, Assistant Operations Manager

Phone: 909-465-5528 ext 145

Address: 13501 Benson Ave, Chino CA 91710

Email: JasonH@creativebussales.com

Manufacturer's assigned campaign number (where applicable):

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:	Please see attached breakdown
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:

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: 227

The percentage of the recall population you estimate actually contain the defect or noncompliance: 100%

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):

All vehicles being recalled have Braun lifts that are affected by the 12E002 Recall installed into them.

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

Only vehicles that have lifts installed that are affected by the Braun 12E002 are affected.

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.

Please reference Braun 12E002 Recall

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

Please reference Braun 12E002 Recall.

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

Please reference Braun 12E002 Recall.

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

Please reference Braun 12E002 Recall.

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.

Please reference Braun 12E002 Recall.

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.

Please reference Braun 12E002 Recall.

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.

Please reference Braun 12E002 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.

November 23, 2012

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

November 23, 2012

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

Please reference Braun 12E002 Recall

******* 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.

November 12, 2012

To: Alex Ansley – NHTSA

Subject: Outer Rollstop Latch Recall (Braun Recall Number 12E002)

Alex,

Creative Bus will be performing a vehicle recall in addition to the Braun 12E002 lift recall. The owners of the following vehicles will be notified:

Year	Make	Model	Quantity Recalled
2009	Chevrolet	C5500 C5V042	6
2009	Ford	E 450 Super Duty	12
2007	Ford	E 450 Super Duty	20
2006	Ford	Econoline 350 Super Duty	1
2008	Chevrolet	C5500 C5V042	29
2007	Chevrolet	C5500 C5V042	41
2006	Chevrolet	C5500 C5V042	24
2006	GMC	C5500 C5V042	2
2006	Ford	E 450 Super Duty	40
2011	Ford	E 450 Super Duty	15
2010	Ford	E 450 Super Duty	37
Total			227

Mailings for this notification will be sent on November 23, 2012. If you have any further questions, please let me know.

Sincerely,

Jason Hohalek
Creative Bus Sales, Inc
Assistant Operations Manager
Phone: 919-465-5528 ext. 145