



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 6, 2014

Ms. Jennifer Olsen  
Client and Product Service Rep.  
Nomad Global Communications Solutions  
5414 US Hwy 2 West  
Columbia Falls, MT 59912

NVS-215KS  
14V-039

**Subject:** Interior Side Door Lock May Become Inoperable

Dear Ms. Olsen:

This letter serves to acknowledge Nomad Global Communications Solutions's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

NOMAD/DISPATCH 14A/2013  
NOMAD/DISPATCH 16AS0/2013  
NOMAD/DISPATCH 20SS0/2013

**Mfr's Report Date:** February 5, 2014

**NHTSA Campaign Number:** 14V-039

**Components:**

LATCHES/LOCKS/LINKAGES

**Potential Number of Units Affected:** 4

**Problem Description:**

Nomad Global Communication Solutions (Nomad) is recalling certain model year 2013 Dispatch 14A, 20SS0 and 16AS0 vehicles manufactured July 2013 through October, 2013 and equipped with Fastec-brand door locks. It may be possible to remove the key from the lock in a way that potentially jams the deadbolt.

**Consequence:**

If the deadbolt jams, the interior side of the door lock may also jam. A person inside the trailer at the time will then be locked in and be unable to exit the vehicle, increasing the risk of injury.

**Remedy:**

Nomad will notify owners, and Fastec will coordinate the inspection and replacement of the cylinders, as needed, free of charge. The recall is expected to begin in March 2014. Owners may contact Nomad at 1-406-755-1721 or Fastec at 1-800-837-2505.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).



We have received Nomad Global Communications Solutions' proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

We have been informed that Fastec will be handling the quarterly reporting for this campaign. Please be reminded that as the vehicle manufacturer, Nomad is ultimately responsible for conducting an adequate safety recall campaign of its vehicles. Accordingly, if this safety recall campaign is not successful, the agency may require Nomad to conduct a follow-up notification and conduct additional quarterly reporting.

On August 20, 2013, NHTSA announced new changes to the requirements governing safety recalls. Some of these requirements are already in effect. Please ensure your company will be in compliance with each requirement on, or before, its respective effective date. For a summary of the requirements and their effective dates please click on the "New!" link at <http://www.safercar.gov/Vehicle+Manufacturers>.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement