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By Recall Management division at 3:35 pm, Jan 17, 2014



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

14V-004

(5 pages) Amended

On 12/27/2013 Trans/Air 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: **January 8, 2014**

Furnish the manufacturer's identification code for this recall (if applicable): **13E-049**

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, who the agency should contact with respect to this recall.

Kathy Shupert, Recall Coordinator

Telephone Number: **(574) 262-2212 ext. 184** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Kathy Shupert
Recall Coordinator**

⁽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** Model Years Involved: **2010-2013** Model(s) UNIVERSAL, ENTOURAGE, CONCORDE II, TITAN, TITAN II, LEGACY,

Production Dates: Beginning **June 1st, 2010** Ending: **JUNE 30th, 2013**.

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: 3955

Vehicles involved in recall: 467

Percentage of recalled vehicles vs. produced: 8.468%

II. Identify the Recall Population

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

Vehicles Model	Year	Number of Potentially Involved
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Universal, Entourage, Concorde II, Titan and Titan II 2010-2013

Total Number Potentially Affected by the Recall: **100%**

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:

On 12-27-2013 Trans-Air supplied us with a service bulletin and supplied us with build dates and defect information.

Models are Universal, Entourage, Concorde, Concord II, Titan and Titan II.

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 alternator harness has become pinched between the mount plate and heater hose spring clamp tangs at the front of the manifold.

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

If the tab from the heater hose spring clamp is not oriented properly, (toward the rear of the engine) it could possibly pinch the alternator cable against the compressor mount plate

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

Could range from none –at-all to alternator failure, burning, heat smell, or smoke in the engine compartment.

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

N/A

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

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

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.

On 12-27-2013 we received technical bulletin 13-002 from Trans-/Air notifying us that NHTSA had informed them that Glaval Bus needed to issue a recall.

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.

N/A

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.

Inspect the alternator harness to be sure it is not pinched between the spring clamp and the compressor mount plate, while at the same time verifying the tabs on the clamp are oriented toward the rear of the engine. If the harness is pinched, move harness to a location that is clear of spring clamp and rotate the tangs of the clamp to the rear of the engine.

VI. 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 Bus will provide dealers and end user contact information needed and will notify them by postal mail.

10. 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) for review prior to mailing.*

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

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter attached to this document for review.