

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Responsibility and Reports**<sup>1</sup>

**On January 17, 2014, 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:** January 22, 2014

**Furnish the manufacturer's identification code for this recall (if applicable):** EQ 14-001, 13E-049

**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:** 

<sup>1</sup> 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](mailto: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:** 2010 - 2013

**Model(s):** Allstar XL, Ultrastar, Allstar, Starlite, Starquest, Xpress, Prodigy, Quest, and Allstar MVP.

**Production Dates: Beginning:** 6/2010 **Ending:** 6//2012

**VIN Range: Beginning:** Unknown at this time. **Ending:** Unknown at this time.

**Vehicle Type:** Ford Cutaway **Body style:** Bus

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

This recall involves all Ford Cutaway Buses with 5.4L and 6.8L engines with Tran/Air installed compressor mounts, part number: 4012666-01, 4012666-02, 4012676-01 and 4012676-02 install between 6/1/2010 and 6/15/2013.

**Make(s):** \_\_\_\_\_ **Model Years Involved:** \_\_\_\_\_ **Model(s):** \_\_\_\_\_

**Production Dates: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**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:**

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\_\_\_\_\_

**Make(s):** \_\_\_\_\_ **Model Years Involved:** \_\_\_\_\_ **Model(s):** \_\_\_\_\_

**Production Dates: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**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:**

All Ford Cutaway Buses with 5.4L and 6.8L engines with Tran/Air installed compressor mounts, part number: 4012666-01, 4012666-02, 4012676-01 and 4012676-02 install between 6/1/2010 and 6/15/2013.

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**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 2006 through December 2012, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period. Unknown at this time.

**II. Identify the Recall Population**

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

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
Allstar XL	2010-2013	18
Allstar MVP	2010-2013	79
Allstar / Starlite	2010-2013	1586
Ultrastar	2010-2013	1
Starquest	2010-2013	98
Xpress	2010-2013	111
Prodigy	2010-2013	2
Quest	2010-2013	59

**Total Number Potentially Affected by the Recall:** 1954

**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:**

Tran/Air was made aware of isolated instances where, during the installation process, the alternator harness could become pinched between the mount plate and the heater hose spring clamp tangs at front of the manifold. Trans/Air indentified the compressor mount part numbers and type of engines in which the mount had been installed. Trans/Air sent a list of 1,998 VIN's number which was registered in Trans/Air data base. Starcraft Bus match 1,954 vehicles to particular models, 8 VIN numbers where incomplete and could not be cross reference, 36 VIN numbers are Federal Coach models. Federal Coach is now own by Champion Bus and Starcraft has no records of those units. Starcraft bus has made Trans/Air aware of this on January 23, 2014.

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**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.**

Tran/Air was made aware of isolated instances where, during the installation process, the alternator harness could become pinched between the mount plate and the heater hose spring clamp tangs at front of the manifold. See attached Trans/Air recall Service Bulletin.

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

Tran/Air was made aware of isolated instances where, during the installation process, the alternator harness could become pinched between the mount plate and the heater hose spring clamp tangs at front of the manifold. See attached Trans/Air recall Service Bulletin.

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

This condition could cause the harness wires to be cut, which could cause a short circuit and ignition point.

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

Trans/Air believe any warning would be a burning smell or smoke in the engine compartment.

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

Trans/Air Manufacturing

480 East Locust Street

PO Box 70

Dallastown, PA 17313-0070

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

Mark Slobodian

V.P.

Trans/Air Manufacturing

**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.**
- 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.**

October 2013 Trans/Air sent Service Bulletin requesting assistance in locating the dealers and end users.

January 2014 received recall information from NHTSA.

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**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.**

Trans/Air's remedy:

Inspect all vehicles for proper clamp orientation.

If the clamp is not orientated properly, move it to proper location.

If the harness was pinched, move it to proper location, and inspect harness. Repair if needed.

If the clamp is orientated properly, vehicle is acceptable.

**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.**

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

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**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.**

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**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.**

Awritten procedure for a field fix has been completed by Trans/Air. Starcraft will send that documentation to dealers and end user pending approval from NHTSA.

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## **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](mailto: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.**