

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: February 5, 2014

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):

Nomad Global Communication Solutions  
Dispatch Unit  
Jennifer Olsen

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):

Wesco Fastec Industrial  
(800) 837-2505

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

Jennifer Olsen - Client and Product Service Rep.  
5414 US Hwy 2 West. Columbia Falls MT, 59912  
P: (406) 755-4721 F: (406) 755-1731

Manufacturer's assigned campaign number (where applicable): N/A

## 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:
Model: Dispatch 14A
Model Year(s): 2013
Inclusive dates of manufacture (month and year): July 2013
Body Style/Type (for non-passenger cars): Featherlite/Nomad
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): VIN: 1N9NABH2XDC [REDACTED] Serial# D14A-13MMD-0000-0113
Total number of these vehicles: 1

Make:
Model: Dispatch 20580
Model Year(s): 2013
Inclusive dates of manufacture (month and year): October 2013
Body Style/Type (for non-passenger cars): Nomad Bumper Pull
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):

VIN# 1N9WBB0Z4DC [REDACTED] Serial# D20550-13UMD-0000-0122
Total number of these vehicles: (1)

Make:
Model: Dispatch 16AS0
Model Year(s): 2013
Inclusive dates of manufacture (month and year): Sept. 2013
Body Style/Type (for non-passenger cars): Nomad Bumper Pull
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and [REDACTED] passengers for buses): VIN# 1N9WABG21DC [REDACTED], 1N9WABG23DC [REDACTED] Serial# D16AS0-BNG-0000-0117/0118
Total number of these vehicles: (2)

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: (4)

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):

We searched our system for what units had the defective parts based on the information the vendor supplied.

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

These are the only units that have the key code that are defective. All other units have a different key code.

### 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.

If the key is removed in the 9:00 position this will cause the deadbolt to jam, not allowing the door to open from the inside.

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

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

If the key is removed in the 9:00 position after engaging the deadbolt. The lock may jam and prevent occupants inside the trailer from exiting the trailer.

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

We received the recall notice from Fastec and Emmett for the recall so we are passing this on to our clients.

*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.

*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.

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.

None of our clients have incurred costs to remedy the defect. none of them are aware of this issue yet. We will notify our clients within the next 30 days.

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

Our clients will be notified within the next 30 days. Completion of notification will be before March 7, 2014.

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

We do not work with dealers or distributors we sell direct.

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

n/A

**\*\*\*\*\* 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.