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(6 PAGES)

Safety Defect and Noncompliance Report Guide for Equipment  
**PART 573 Defect and Noncompliance Report**

On February 10th, Diamond Coach Corporation determined that a defect which relates to motor vehicle safety exists in the motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: **February, 10<sup>th</sup> 2014**

Furnish the manufacturer's identification code for this recall: **N/A**

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:

**Diamond Coach Corporation**

Identify the corporate official, by name and title, who the agency should contact with respect to this recall:

**Jimmy Jarman**  
**Customer Service/ Warranty Administrator**

Telephone Number: **1-800-442-4645 Extension 21**  
Fax Number: **620-795-4816**

Name and Title of Person who prepared this report:

**Jimmy Jarman**  
**Customer Service/ Warranty Administrator**

Signed: \_\_\_\_\_



I. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, *for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:*

Generic name of the item: **Electric Door Actuator**

Dates of manufacture: **August 1, 2009 through March 31, 2010**

Make: **A & M Systems, Inc.**

Model: **1333.3A2B4, 1333.3A2B4F1, 2842A2B4, 2842A2B4F1, 1333LA5B1F1**

Part Number(s): **N/A**      Size: **N/A**

Function: **Open/Close Bi-fold entrance doors.**

Other information which characterizes/distinguishes the items of equipment to be recalled: **N/A**

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: **85 percent.**

II. Identify the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Items Potentially Involved</u>
<b>VIP/PT 2000, 2200, 2500, 2800, 3200, and 3201</b>	<b>2009-2010</b>	<b>171</b>

Total Number Potentially Affected by the Recall: **171**

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: **Less than half of 1%.**

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 items of equipment:

**The model 3230 PC Board is the only model to experience thermal problems. It was only used between August 1, 2009 and March 31, 2010.**

### 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 PC Board develops a high resistance and overheats and could eventually burn if the condition is left long enough.**

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

**Anomalies such as voltage spikes damage electrical components and electrical circuit and cause failures. Poorly soldered connections could also have an effect on the integrity of the system.**

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

**The condition causes a high resistance and the unit becomes hot; although not enough current flow to blow the fuse.**

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

**Possible intermittent failure followed by normal operation.**

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

N/A

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

N/A

#### 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.

**None of the bus fires listed below were in buses manufactured by Diamond Coach.**

**November, 2011 – A&M received notification of two bus fires at the Greater Bridgeport Transportation Authority. It was the determination of the investigation team that the installation of auto-resettable circuit breakers was a contributing factor in the failure and eventual fire. There were no injuries with these incidents. Replacement PC Boards were supplied to the bus operator along with an in-line fuse harness for their fleet of like buses.**

**May, 2013 – A fire in a bus operated by The City of Everett, Everett, Washington occurred on May 4<sup>th</sup> or 5<sup>th</sup>, it too was electrically fed through an auto-resettable circuit breaker. This time, evidence was available that lead A&M to a problem with the control board. The manufacturer of the PC board, Polytron Corporation, Elkhart, Indiana was contacted. Additional evidence became available when another model 3230 PC board was found to be operating relatively hot but still functioning. There were no injuries with this incident. A complete door**

**actuator was supplied to the bus operator and the bus was returned to service after moderate cosmetic painting and a new service cover.**

**June, 2013 – A fire was reported in a bus operated by the Florida Department of Transportation as a result of an overheated PC Board. The board was not fed by an auto-resettable. There were no injuries with this incident. The bus is most likely a total loss.**

**All the board fires occurred with the model 3230 PC Board.**

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. Furnish a description of the manufacturer's remedy for the defect or non-compliance. Clearly describe the differences between the recall condition and the remedy.

**Any model 3230 PC Board sold as Original Equipment or Service Part sold will be replaced free of charge plus one (1) hour of labor by A&M Systems, Inc.**

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

**The replacement PC Board is a model number 3333. It is large and has different LED designed into it.**

## VI. Identify the Recall Schedule

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.

**Diamond Coach Corporation anticipates the recall campaign will begin during February, 2013. At that time, end users will begin to be notified regarding the recall with a letter identifying the Diamond Coach build order number and the vehicles VIN# that the affected Electric Door Actuator was originally installed in. We will also be including the recall letter from A&M Systems, Inc which includes directions on how to identify and replace all applicable PC Boards.**

## VII. Furnish Recall Communications

9. 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 573.8 requirements.

**See the attached proposed recall communications.**