

Safety Defect and Noncompliance Report Guide for *Vehicles*

PART 573 Defect and Noncompliance Report

Date: January 22, 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: Elkhart Coach

Vehicle brand or trademark name owner(s) (where applicable): ECI & ECII

Designated Agent (imported vehicles):

Nathan Miles

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): Jeff Kochenour 1-800-673-2446 ext 226

Trans/Air Manufacturing Corp.

Dallastown, PA 17313

480 East Locust Street P.O. Box 70

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

Nathan Miles

52807 County Road 7

Elkhart, IN 46514

Phone 866-478-7652

Fax 574-266-5208

Manufacturer's assigned campaign number (where applicable):

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: Ford Cutaway 5.4L and 6.8L
Model: ECI/ECII
Model Year(s): 2010-2013
Inclusive dates of manufacture (month and year): 6-1-2010 - 6-15-2013
Body Style/Type (for non-passenger cars): Ford Cutaway E350/E450
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):
Total number of these vehicles: 336

Make:
Model:
Model Year(s):
Inclusive dates of manufacture (month and year):
Body Style/Type (for non-passenger cars):
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):

Total number of these vehicles:

Make:
Model:
Model Year(s):
Inclusive dates of manufacture (month and year):
Body Style/Type (for non-passenger cars):
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):
Total number of these vehicles:

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

Grand total number of vehicles: 336

The percentage of the recall population you estimate actually contain the defect or noncompliance: 12.7%

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):
Elkhart Coach was informed by Trans/Air Corp. October 7, 2013 of an issue via a Service Bulletin (13-002). At that time we were led to believe this was not a recall.
Elkhart Coach was then notified by NHTSA January 14, 2014 of the official recall.

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

The recall population has a different Air Conditioning "compressor mount kit" installed than the rest of the vehicle population

As stated in Trans/Air service bulletin #13-002

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.

Trans/Air during installation process, the alternator harness has become pinched between the mount plate and the heater hose spring clamp tangs at the front of the manifold.

As stated in Trans/Air service bulletin #13-002

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

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

As stated in Trans/Air service bulletin #13-002

Describe the safety consequence(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 mount plate.

As stated in Trans/Air service bulletin #13-002

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

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

As stated in Trans/Air service bulletin #13-002

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.

Elkhart Coach was contacted by Trans/Air 10/7/2013 via mail and given a service bulletin (#13-002) stating there was an issue.

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.

N/A

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.

Notify dealers of the Trans/Air service bulletin (#13-002) which Trans/Air has outlined actions needed to remedy issue.

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

Trans/Air has issued a service bulletin (#13-002) outlining a remedy. Elkhart Coach will send that documentation to dealers pending approval from NHTSA.

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

Trans/Air has issued a service bulletin (#13-002) outlining a remedy. Elkhart Coach will send that documentation to dealers pending approval from NHTSA.

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

Trans/Air has issued a service bulletin (#13-002) outlining a remedy.

******* 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.

