

Safety Defect and Noncompliance Report Guide for VehiclesPART 573 Defect and Noncompliance ReportDate: April 15, 2014

This report serves as Wheeled Coach Industries notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a defect exists in certain vehicles manufactured by Wheeled Coach Industries containing an ECX Timer part manufactured by ECX Electronics Corporation. Wheeled Coach Industries decided that this defect existed in vehicles shipped between February 10, 2014 and April 2, 2014.

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's corporate name: Wheeled Coach Industries

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

**Designated Agent (imported vehicles):**

Not Applicable

**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):**

ECX- Electronics Corporation, 975 Sunshine Lane, Altamonte Springs, FL 32714  
Contact: Rick Ballester, President – PH 1-888-853-0220

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

Fred Birchfield, Quality and Customer Service Manager, Wheeled Coach Industries  
2737 N. Forsyth Rd, Winter Park, FL 32792, Ph. 855-661-9232 ext. 265, Fax 800-513-5814

**Manufacturer's assigned campaign number (where applicable):** Not 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: See the attached list for details.
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 :
Total number of these vehicles: 154

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: 154

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):**

The recalled parts population was determined by establishing the time frame when parts susceptible to this glitch were issued between February 10, 2014 and April 2, 2014. The defective ECX Timer part number is EL00230.

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

ECX Electronic Corp. made changes in the design without formal notification to Wheeled Coach Industries. The revised ECX Timer Part EL00230 susceptible to this glitch were installed into the vehicles during February 10, 2014 – April 2, 2014. Vehicles that were issued after April 2, 2014 have received the updated ECX Timer Part # EL00230-1. Please see the Liability Statement provided by ECX Electronics Corporation.

### 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.**

The ECX Timer Part EL00230 provided by ECX Electronics Corporation may have a power glitch (a momentary loss of the 12VDC signal) during the vehicle's starting action of the ignition switch (OEM equipment) causes the timer to energize the "Load 1 output" and immediately initiate the time down sequence. After the designated 5 minute interval, "Load 1 output" will momentarily power off for 1 second and then power back on as designed for normal operation. Please see the attached liability statement provided by ECX Electronics Corporation.

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

The ECX Timer Part EL00230 provided by ECX Electronics Corporation may have a power glitch (a momentary loss of the 12VDC signal) during the vehicle's starting action of the ignition switch (OEM equipment) causes the timer to energize the "Load 1 output" and immediately initiate the time down sequence.

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

Failure of the automatic operation of the timer may disconnect the power supply to the electrical loads in the patient area.

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

There are no warnings to identify when the ECX Timer Part EL00230 will initiate the 5 minute time down sequence. However, "Load 1 output" will momentarily power off for 1 second and then power back on as designed for normal operation.

***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.***

March 6th 2014 – Customer contacts customer service about their new trucks exhibiting a cycling issue with the Ambulance Module power along with OEM chassis issues.

March 13th 2014 – One of the customer's trucks arrives back at the plant for engineering to evaluate. Engineering can re-create OEM chassis issue, but is not able to cause Module cycling issue.

March 18th 2014 – Chrysler engineering assisting with OEM chassis issue. Still no re-creation of the Module cycling problem.

March 19th 2014 – Chrysler engineering and Chrysler dealer believe the OEM chassis issue is due to aftermarket product added to chassis, In Motion Technology on board Mobile Gateway (SO-RAD3-341070) that's installed and connected to the OBD II port. Still no re-creation of the Module cycling problem.

March 24th 2014 – Production floor calls to engineering, technician indicates that he saw a vehicle Ambulance Module cycle power and come back on.

March 25th 2014 – Quality Assurance asks about vehicle Module power cycling while performing an alternator load test. Engineering cannot re-create.

April 3rd 2014 – Continued testing of customer truck that was delivered here (March 13th) with Module cycling issue, still cannot re-create problem.

April 4th 2014 – Production has a truck fail in the finish line with Module power cycling issue, technician has figured out how to re-create the problem. Cycling ignition switch on - for 1 second, then off – for 1 second, then back on, causes the ECX timer to go into 5 minute time down mode. This cycling of the ignition switch is the same function as starting the truck on most chassis. After the ECX timer ends the 5 minute time down mode, it immediately comes back on, because the ECX timer sees an ignition on signal. The Module power is seen to cycle for less than a second. The vendor ECX electronics arrives to investigate with US-Ambulance the anomaly we have been experiencing. ECX electronics tells engineering that they have made a design change to the ECX timer box (part# EL00230), to make it more robust. Changed a diode to a larger size and remove 2 of the internal relays. The change in design and delivery of new products happened without formal notification to US-Ambulance. ECX started to deliver to US-Ambulance the redesigned ECX timer on February 10th 2014. The afternoon of April 4th ECX returns with a reprogrammed ECX timer box that works without the Module power cycling.

April 7th 2014 – ECX delivers reprogrammed boxes for replacement of units in production.

**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.**

Not applicable

#### 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.**

A software revision has been implemented to enable the timer to ignore any ignition switch glitches and only enter the time down sequence when the ignition switch is turned off. ECX Electronics will provide replacement parts through the manufacturer of your vehicle and the manufacturer will subrogate warranty claims for the customer.

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

We will begin sending notification to the customer when we receive the NHTSA recall number and/or May 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 will begin sending notification to the dealer and distributor when we receive the NHTSA recall number and/or May 2014.

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

Please see the attached Liability Statement provided by ECX Electronics Corporation. They have identified there corrective action and how the new part number will reflect the software revision. The new part # will be EL00230-1.

**IDENTIFICATION OF VEHICLES AFFECTED**

<b>Make</b>	<b>2010</b>	<b>2013</b>	<b>2014</b>	<b>(blank)</b>	<b>Grand Total</b>
<b>FREIGHTLINER</b>			7		7
<b>INTERNATIONAL</b>			1		1
<b>M2</b>	1				1
<b>T1 3500 2WD GMC</b>			1		1
<b>T1 CHEVY 3500 2WD 162"</b>			1		1
<b>T1 CHEVY 3500 4WD 162"</b>			1		1
<b>T1 DODGE 4500 2WD 192.50"</b>			2		2
<b>T1 DODGE 4500 4WD 168"</b>			1		1
<b>T1 DODGE 4500 4WD 192.50"</b>			1		1
<b>T1 F350 4X2 165 FL</b>			15		15
<b>T1 F350 4X4 165 FL</b>		1			1
<b>T1 F450 4X2 165 FL</b>			3		3
<b>T1 F450 4X2 189" FL</b>		3	2		5
<b>T1 F450 4X4 165 FL</b>		2	4		6
<b>T1 F450 4X4 189" FL</b>			6		6
<b>T2 CHEVY VAN DIESEL</b>		4	1		5
<b>T2 FORD VAN GAS</b>			50		50
<b>T2 SPRINTER VAN</b>		6			6
<b>T3 138" E350 GAS 6.8L V10</b>			3		3
<b>T3 158" E450 GAS 6.8L V10</b>		13	3		16
<b>T3 CHEVY 139"</b>			3		3
<b>T3 CHEVY 159"</b>		2	7		9
<b>T3 CHEVY 159" GAS</b>		1			1
<b>T3 E350 138" 5.4L V8</b>		1			1
<b>TERRASTAR INTL</b>			8		8
<b>(blank)</b>					
<b>Grand Total</b>	<b>1</b>	<b>33</b>	<b>120</b>		<b>154</b>

VIN	Model Type
1FDRF3GT0EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT1EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT2EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT3EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT3EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT3EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT4EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT4EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT5EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT5EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT6EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT7EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT7EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GT9EE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3GTXEE [REDACTED]	T1 F350 4X2 165 FL
1FDRF3HT0DE [REDACTED]	T1 F350 4X4 165 FL
1FDSS3EL0ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL0ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL0ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL0ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL1ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL1ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL1ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL2ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL2ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL2ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL2ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL2ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL3ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL3ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL3ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL3ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL3ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL3ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL4ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL4ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL4ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL4ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL5ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL5ED [REDACTED]	T2 FORD VAN GAS
1FDSS3EL5ED [REDACTED]	T2 FORD VAN GAS

1FDSS3EL5ED		T2 FORD VAN GAS
1FDSS3EL5ED		T2 FORD VAN GAS
1FDSS3EL5ED		T2 FORD VAN GAS
1FDSS3EL6ED		T2 FORD VAN GAS
1FDSS3EL6ED		T2 FORD VAN GAS
1FDSS3EL6ED		T2 FORD VAN GAS
1FDSS3EL6ED		T2 FORD VAN GAS
1FDSS3EL7ED		T2 FORD VAN GAS
1FDSS3EL7ED		T2 FORD VAN GAS
1FDSS3EL7ED		T2 FORD VAN GAS
1FDSS3EL7ED		T2 FORD VAN GAS
1FDSS3EL7ED		T2 FORD VAN GAS
1FDSS3EL7ED		T2 FORD VAN GAS
1FDSS3EL8ED		T2 FORD VAN GAS
1FDSS3EL8ED		T2 FORD VAN GAS
1FDSS3EL8ED		T2 FORD VAN GAS
1FDSS3EL8ED		T2 FORD VAN GAS
1FDSS3EL9ED		T2 FORD VAN GAS
1FDSS3EL9ED		T2 FORD VAN GAS
1FDSS3EL9ED		T2 FORD VAN GAS
1FDSS3EL9ED		T2 FORD VAN GAS
1FDSS3EL9ED		T2 FORD VAN GAS
1FDSS3EL9ED		T2 FORD VAN GAS
1FDSS3EL9ED		T2 FORD VAN GAS
1FDSS3ELXED		T2 FORD VAN GAS
1FDSS3ELXED		T2 FORD VAN GAS
1FDSS3ELXED		T2 FORD VAN GAS
1FDSS3ELXED		T2 FORD VAN GAS
1FDUF4GT1EE		T1 F450 4X2 165 FL
1FDUF4GT3EE		T1 F450 4X2 165 FL
1FDUF4GT4DE		T1 F450 4X2 189" FL
1FDUF4GT4EE		T1 F450 4X2 189" FL
1FDUF4GT5DE		T1 F450 4X2 189" FL
1FDUF4GT6DE		T1 F450 4X2 189" FL
1FDUF4GT6EE		T1 F450 4X2 189" FL
1FDUF4GTXEE		T1 F450 4X2 165 FL
1FDUF4HT0EE		T1 F450 4X4 189" FL
1FDUF4HT0EE		T1 F450 4X4 165 FL
1FDUF4HT0EE		T1 F450 4X4 165 FL
1FDUF4HT1EE		T1 F450 4X4 189" FL
1FDUF4HT3EE		T1 F450 4X4 189" FL
1FDUF4HT3EE		T1 F450 4X4 189" FL
1FDUF4HT5DE		T1 F450 4X4 165 FL

1FDUF4HT5EE		T1 F450 4X4 189" FL
1FDUF4HT6DE		T1 F450 4X4 165 FL
1FDUF4HT8EE		T1 F450 4X4 165 FL
1FDUF4HT9EE		T1 F450 4X4 165 FL
1FDUF4HTXEE		T1 F450 4X4 189" FL
1FDWE3FL9DD		T3 E350 138" 5.4L V8
1FDWE3FS3ED		T3 138" E350 GAS 6.8L V10
1FDWE3FS5ED		T3 138" E350 GAS 6.8L V10
1FDWE3FS7ED		T3 138" E350 GAS 6.8L V10
1FDXE4FS0DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS1DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS2DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS3DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS5DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS5ED		T3 158" E450 GAS 6.8L V10
1FDXE4FS6DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS6DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS6ED		T3 158" E450 GAS 6.8L V10
1FDXE4FS7DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS7DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS8DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS8DD		T3 158" E450 GAS 6.8L V10
1FDXE4FS8ED		T3 158" E450 GAS 6.8L V10
1FDXE4FS9DD		T3 158" E450 GAS 6.8L V10
1FDXE4FSXDD		T3 158" E450 GAS 6.8L V10
1FVACWDT1EH		FREIGHTLINER
1FVACWDT3EH		FREIGHTLINER
1FVACWDT5EH		FREIGHTLINER
1FVACWDT7EH		FREIGHTLINER
1FVACWDT9EH		FREIGHTLINER
1FVACWDTXEH		FREIGHTLINER
1FVACWDU4AD		M2
1GB3C0C86EF		T1 CHEVY 3500 2WD 162"
1GB3G2CL9E1		T3 CHEVY 139"
1GB3G2CLXE1		T3 CHEVY 139"
1GB3G2CLXE1		T3 CHEVY 139"
1GB3K0C8XEF		T1 CHEVY 3500 4WD 162"
1GB6G5CG1D1		T3 CHEVY 159" GAS
1GB6G5CL2E1		T3 CHEVY 159"
1GB6G5CL3D1		T3 CHEVY 159"
1GB6G5CL3E1		T3 CHEVY 159"

1GB6G5CL6E1	██████	T3 CHEVY 159"
1GB6G5CL7E1	██████	T3 CHEVY 159"
1GB6G5CL7E1	██████	T3 CHEVY 159"
1GB6G5CL7E1	██████	T3 CHEVY 159"
1GB6G5CL9D1	██████	T3 CHEVY 159"
1GB6G5CLXE1	██████	T3 CHEVY 159"
1GBZGUCL0E1	██████	T2 CHEVY VAN DIESEL
1GBZGUCL1D1	██████	T2 CHEVY VAN DIESEL
1GBZGUCL1D1	██████	T2 CHEVY VAN DIESEL
1GBZGUCL7D1	██████	T2 CHEVY VAN DIESEL
1GBZGUCL9D1	██████	T2 CHEVY VAN DIESEL
1GD313C84EF	██████	T1 3500 2WD GMC
1HTJSSKK0EH	██████	TERRASTAR INTL
1HTJSSKK3EH	██████	TERRASTAR INTL
1HTJSSKK4EH	██████	TERRASTAR INTL
1HTJSSKK5EH	██████	TERRASTAR INTL
1HTJSSKK7EH	██████	TERRASTAR INTL
1HTJSSKK7EH	██████	TERRASTAR INTL
1HTJSSKK9EH	██████	TERRASTAR INTL
1HTJSSKK9EH	██████	TERRASTAR INTL
3C7WRKCL3EG	██████	T1 DODGE 4500 2WD 192.50"
3C7WRKCL8EG	██████	T1 DODGE 4500 2WD 192.50"
3C7WRLBL2EG	██████	T1 DODGE 4500 4WD 168"
3C7WRLCL9EG	██████	T1 DODGE 4500 4WD 192.50"
3HAMNAAM5EL	██████	INTERNATIONAL
IFVACWDT7EH	██████	FREIGHTLINER
WD3PE7CC0D5	██████	T2 SPRINTER VAN
WD3PE7CC2D5	██████	T2 SPRINTER VAN
WD3PE7CC3D5	██████	T2 SPRINTER VAN
WD3PE7CC4D5	██████	T2 SPRINTER VAN
WD3PE7CC6D5	██████	T2 SPRINTER VAN
WD3PE7CC8D5	██████	T2 SPRINTER VAN