

14V-209  
(9 pages)

U.S. Department of Transportaion  
National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
Washington, DC 20590

April 10, 2014

Dear U.S. Department of Transportation,

I am writing to let you know we completed our "Part 573 Defect and Noncompliance Responsibility and Reports." Attached you will also find a copy of our customers that were sent out the recall EQ 14-003.

Sincerely,

Kristina Pence-Dunow  
CEO

**RECEIVED**

By Recall Management Division at 9:09 am, Apr 17, 2014

Safety Defect and Noncompliance Report Guide for Vehicles

**PART 573 Defect and Noncompliance Responsibility and Reports<sup>1</sup>**

**On August 15, 2013 Double K, Inc. has received notice that a defect which relates to motor vehicle safety 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:** August 15, 2013

**Furnish the manufacturer's identification code for this recall (if applicable):** Recall EQ 14-003, A&M Systems

**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.**

Hometown Trolleys manufactured by Double K, Inc.

Models Villager (front engine) and Mainstreet (rear engine)

**Identify the corporate official, by name and title, which the agency should contact with respect to this recall.**

Kristina Pence-Dunow, Pres.

**Telephone Number:** 715-478-5090

**Fax No.:** 715-478-5095

**Name and Title of Person who prepared this report.**

Kristina Pence-Dunow

President

**Signed:**

Kristina Pence-Dunow

<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 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:** PC Boards

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

**Make:** A & M Systems

**Model:** 3230 PC Board

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

**Size:** N/A

**Function:** Open and Close the door

**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:** 100 Percent.

**II. Identify the Recall Population**

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

<u>Hometown Trolleys using part #'s</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
<u>1445A2, 1445A2F1, 1634A2F1,</u>	<u>2009-2010</u>	<u>34</u>
<u>1638A2C1, 1638A2C1F1</u>		
<b>Total Number Potentially Affected by the Recall:</b>		<u>34</u>

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** All Models produced during August 1, 2009 through March 31, 2010.

**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:**

Based on a complaint filed with the NHTSA and a limited number of other complaints the recall population was determined to be the Electric Door Actuator. The beginning date was determined to be the date on which the first PC Board was manufactured. The final date was determined to be the date a new design was implemented to help maintain performance in the event of ill-maintenance or product misuse as described in report EQ-14-003.

### **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 damages 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.**

In a letter dated August 15, 2013, A&M Systems, Inc. (A&M) notified the NHTSA that it decided a defect exists in certain electric door actuator PC boards, model number 3230 PC board, that were manufactured from August 1, 2009, through March 31, 2010.

**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.**

Replacement of part by A&M Systems

**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.

**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.**

To be provided at a later date.

#### **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.**

N/A

#### **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 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.**

**Safety Recall EQ 14-003  
PC Boards**



August 2013

This notice is sent to you in accordance with the requirements of the National Highway Traffic Safety Administration.

Double K Inc. has been notified that a defect, which relates to motor vehicles safety, exists in a number of vehicles manufactured by Hometown Trolley buses, models Villager and Mainstreet, during August 1, 2009 through March 31, 2010, that were equipped with these boards. Our records show that you own the vehicle (s) with the vehicle identification number shown above (or on the reply sheet).

**The Safety issue is:**

Over time the PC Board supplied by A&M Systems for entrance doors used on Hometown Trolley's develops a high resistance and overheats and could eventually burn if the condition is left long enough.

**What we are asking you to do:**

Contact A&M Systems to order the replacement and schedule an appointment with your local authorized Service Center to have the corrective action completed. Submit your claims (detailed invoice) include VIN number to A&M Systems and model number of the PC Board, Product Support Department, the phone number is 1-574-522-5000 if you have any questions or you can email.

James Miller, [jimm@anmsystems.com](mailto:jimm@anmsystems.com)

Nicole Luken, [nluken@anmsystems.com](mailto:nluken@anmsystems.com)

Brad Miller, [bmiller@anmsystems.com](mailto:bmiller@anmsystems.com)

Karey Aenis, [kaenis@anmsystems.com](mailto:kaenis@anmsystems.com)

You may also contact Kristina Dunow at Double K Inc., at 1-715-478-5090 or [Kristina@hometowntrolley.com](mailto:Kristina@hometowntrolley.com) if you should have any problems or questions.

**Changed address or sold the vehicle?**

If your address has changed, or if you have sold the vehicle, please complete the last section of this letter, signed and dated the fax to Double K Inc. So we can update our records. Our fax number is 1-715-478-5095.

This information will be used to notify the new owner of this recall. If you have leased this vehicle to another person or organization, you must forward this letter to the lessee within 10 days.

If you require any further assistance, please call 1-715-478-5090. Please have your vehicle identification number ready for our representative when you call.



**Safety Recall EQ 14-003**  
**PC Board**

Should A&M Systems or Double K Inc. fail or be unable to remedy the situation without charge, you may contact:

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Your safety and satisfaction with your Hometown Trolley product are important to us and we regret any inconvenience to you.

Best Regards,

A handwritten signature in cursive script that reads "Kristina Pence-Dunow".

Kristina Dunow  
President  
Double K Inc.

Customers being mailed recall EQ 14-003.

City of Sevierville  
120 Gary Wade Blvd  
Sevierville, TN 37864

Groome Transportaion  
1320 Milledge St  
East Point, GA 30344

Door County Trolley  
1113 Cove Rd  
Sturgeon Bay, WI 54235

Losada Auto Truck  
Carr#2 KM 15.0 Box 3158  
Bayamon, PR 00960

Roberts Hawaii  
Suite 700  
680 Iwilei Road  
Honolulu, HI 96817

Municipality of Barceloneta  
Apartado 2049  
Antigua Central Plazuela  
Barceloneta, PR 00617

City of Mechanicville  
36 N. Mainstreet  
Mechanicville, NY 12118