

**Part 573 Safety Recall Report****15V-679****Manufacturer Name :** Fontaine Modification**Submission Date :** NOV 02,2015**NHTSA Recall No. :** 15V-679**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Fontaine Modification

Address : 9827 Mt. Holly Road

Charlotte NC 28214

Company phone : 704-409-1614

**Population :**

Number of potentially involved : 358

Estimated percentage with defect : 25

**Vehicle Alterer Information :**

Vehicle : 2014-2016 Freightliner M2 Business Class

Descriptive Information : Safety Defect affects some 2014 to 2016 Freightliner M2 vehicles converted to Dual Steering Wheels by Fontaine Modification. A Master VIN list has been established and will be maintained by Fontaine Modification. Notification will be sent to the end users and/or owners of all affected vehicles.

Production Dates : MAR 13, 2014 - SEP 01, 2015

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**Description of Defect :**

Description of the Defect : A component (square key) in the cross shaft assembly may fail causing the vehicle to exceed the allowable amount of lash or free play. The retention method used to secure a ¼" x ¼" square key that is part of the current design of the cross shaft assembly can fail, allowing the key to move and eventually come into contact with another component in the cross shaft assembly, resulting in a broken key and increased amount of play in the steering system. If the component fails (falls out), the steering system may bind or lock up momentarily causing a loss of steering. A through bolt prevents total loss of steering.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the component fails (falls out), the steering system may bind or lock up momentarily causing a loss of steering.

Description of the Cause : The retention method used to secure a ¼" x ¼" square key that is part of the current

design of the cross shaft assembly may fail, allowing the key to move and eventually come into contact with another component in the cross shaft assembly, resulting in a broken key and increased amount of play in the steering system. A through bolt prevents total loss of steering.

Identification of Any Warning that can Occur : The steering system may exhibit an abnormal or increased amount of free play in the steering wheel. A through bolt prevents total loss of steering.

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

\*July 2015, warranty claim on Waste Management truck in California for worn cross shaft and broken through bolt.

\*September 2015, warranty claim on Waste Management truck in Washington (state) for worn cross shaft assembly and steering locked up momentarily.

\*September 2015, warranty claim on City of Burbank, California truck for steering making clunking noise due to worn cross shaft.

\*September 2015, after 3rd complaint, an internal investigation was initiated which resulted in the determination that further action was necessary. Testing of the current design began and a decision was made to pursue a revision. Suppliers were contacted to provide samples of a revised design (for testing) that eliminates the need for the components that have failed in the current design.

\*October 12, 2015, testing confirmed the potential for this defect to occur.

**Description of Remedy :**

Description of Remedy Program : A kit with parts to resolve the issue will be supplied by Fontaine Modification to the end user/owner of the affected vehicles. The end user/owner should contact their nearest Freightliner dealer or authorized service facility (including their own maintenance shop) to have the parts installed at no charge. Fontaine Modification will pay up to 4.0 hours of labor to install these parts.

Note... until replacement parts are available, a TSB that includes an inspection process will be distributed to end users/owners that have vehicles with the current design.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : Production of the affected model (M2-112 Dual Drive units) has been halted until redesigned parts are available. The parts

required to resolve the non-compliance are currently being sourced from an outside vendor/supplier and are expected to be available within the next eight to twelve weeks.

**Recall Schedule :**

Description of Recall Schedule : Dealer notification is planned to occur during the week of November 2nd, 2015.

Customer notification is planned to occur during the week of November 2nd, 2015.

Customer notification will be made by first class mail using Fontaine Modification Company records to determine the customers affected.

Planned Dealer Notification Date : NOV 02, 2015 - DEC 16, 2015

Planned Owner Notification Date : NOV 02, 2015 - DEC 16, 2015

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :

Address :

Country :

Company Phone :

\* NR - Not Reported