

Part 573 Safety Recall Report

17V-704

Manufacturer Name : Crestline Coach Ltd.**Submission Date :** NOV 08, 2017**NHTSA Recall No. :** 17V-704**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Crestline Coach Ltd.

Address : 126 Wheeler St.

Saskatoon SK 00 S7P 0A9

Company phone : (306) 934-8844

Population :

Number of potentially involved : 17

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2017 Crestline Coach ICON 2.0 Ambulance

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Any US vehicle that contained the Magnum 1000W Model MMS 1012 inverter was included.

Production Dates : AUG 09, 2016 - OCT 20, 2017

VIN Range 1 : Begin : WDPPF3CC0G9680596	End : WDPPF3CC0G9681053	<input checked="" type="checkbox"/> Not sequential
VIN Range 2 : Begin : WDPPF3CC2G9680860	End : WDPPF3CC3G9681905	<input checked="" type="checkbox"/> Not sequential
VIN Range 3 : Begin : WDPPF3CC3H9731056	End : WDPPF3CC4G9679208	<input checked="" type="checkbox"/> Not sequential
VIN Range 4 : Begin : WDPPF3CC4G9689799	End : WDPPF3CC4H9715710	<input checked="" type="checkbox"/> Not sequential
VIN Range 5 : Begin : WDPPF3CC5G9678598	End : WDPPF3CC5G9679735	<input checked="" type="checkbox"/> Not sequential
VIN Range 6 : Begin : WDPPF3CC5G9681226	End : WDPPF3CC6G9680022	<input checked="" type="checkbox"/> Not sequential
VIN Range 7 : Begin : WDPPF3CC6G9680859	End : WDPPF3CC7G9681910	<input checked="" type="checkbox"/> Not sequential
VIN Range 8 : Begin : WDPPF3CC9G9679382	End : WDPPF3CCXG9681044	<input checked="" type="checkbox"/> Not sequential

Description of Defect :

Description of the Defect : On three vehicles sold and operated in Canada, the Magnum 1000W Model MMS 1012 inverter experienced thermal events. In the first two events, the thermal event resulted in overheating damage to the inverter and minor damage to items in close proximity to the inverters. In the third, and most recent event, the thermal event resulted in overheating that caused a fire that damaged the vehicle. Note that the inverters are installed in a separate electrical compartment accessible only from the exterior of the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The thermal events have the potential of causing smoke and/or a fire in the electrical compartment.

Description of the Cause : The root cause is still under investigation and has not yet been determined.

Identification of Any Warning that can Occur : The following are possible early indicators of a possible thermal event:

- Repeated shutdown of the inverter due to over temperature conditions
- Repeated shutdown of the inverter due to overload conditions
- An acrid, burning odor
- Presence of smoke
- visible damage and/or discoloration of inverter case
- evidence of discoloration or heat damage on internal components of the inverter

Supplier Identification :

Component Manufacturer

Name : Magnum Energy
Address : 2211 West Casino Road
Everett WASHINGTON 98204
Country : United States

Chronology :

Oct 11, 2016: A Canadian customer reported a thermal event related failure in its electrical system on one of its vehicles. Inspection determined that the Magnum MMS 1012 inverter had experienced a thermal event and was damaged beyond repair. The inverter was returned to the OEM (Magnum Energy) for failure analysis. Their report indicated that they were unable to determine the root cause of the failure. A new inverter was installed, related electrical compartment damage was repaired and the vehicle returned to service.

July 18, 2017: A different customer in Canada reported a thermal event in its electrical system on one of its vehicles. Inspection determined that the Magnum MMS 1012 inverter had experienced a thermal event and was damaged beyond repair. The inverter was sent to an independent 3rd party laboratory (IAL Labs) hired by Crestline for failure analysis. A new inverter was installed and the vehicle has been in operation since.

Oct 23, 2017: The same Canadian based customer as in the first event reported a fire in the electrical compartment on one of its vehicles (not the same vehicle as Event 1). This vehicle had a Magnum MMS 1012 inverter installed. An initial Fire Inspection was conducted on Nov 6, 2017. The inverter was removed from the vehicle and will undergo further inspection and analysis in a laboratory (date and location TBD)

Oct 30, 2017: Crestline received a prelim report from IAL Labs on the inverter from Event 2 and a new inverter. The prelim report overserved temperatures exceeding expected design limits at or below rated load. The final report is scheduled to be delivered on 11/14/17. No injuries or deaths occurred in any of these events.

Nov 1, 2017: After reviewing the information received from IAL Labs, the details of the three (3) thermal events, and having consulted with the manufacturer of the inverter, Crestline determined that a defect exists and that regulatory reporting was required.

Description of Remedy :

Description of Remedy Program :	As of this filing, Crestline Coach Ltd. has not yet determined the root cause of the defect and does not know if the defect is within the inverter, the vehicle's wiring or electrical system or any other components. As such, a remedy has not been established and therefore a remedy program is not yet in place.
How Remedy Component Differs from Recalled Component :	As of this filing, Crestline Coach Ltd. has not yet determined the root cause of the defect and does not know if the defect is within the inverter, the vehicle's wiring or electrical system or any other components. As such, a remedy has not been established and therefore a remedy program is not yet in place.
Identify How/When Recall Condition was Corrected in Production :	The remedy has not yet been determined and delivery of vehicles has been halted until such time as a remedy has been identified and implemented in production.

Recall Schedule :

Description of Recall Schedule :	The schedule has not been determined because the cause and corrective action have not yet been determined.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

* NR - Not Reported