

# Part 573 Safety Recall Report

# 18V-298

**Manufacturer Name :** Entegra Coach**Submission Date :** JUN 13, 2019**NHTSA Recall No. :** 18V-298**Manufacturer Recall No. :** 9903378**Manufacturer Information :**

Manufacturer Name : Entegra Coach

Address : 903 South Main Street

P.O. Box 460 Middlebury IN 46540

Company phone : 1-800-945-4787

**Population :**

Number of potentially involved : 109

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Class A Vision Emblem

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Production records of units produced since wiper module changed in June 2017 to units produced with relay pack

2019 Vision K1AR8051-8056 AS8051-8089 AV8051-8082 AX8051-8080 2019 Emblem K1DT8051 DU8051-8059

Production Dates : OCT 25, 2017 - MAR 27, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Specifically wiper system must be able to stall and disengage the wiper motor in a heavy snow or ice scenario such that the motor will not break and/or will not burn up.

FMVSS 1 : 104 - Windshield wiping and washing systems

FMVSS 2 : NR

Description of the Safety Risk : If wiper system would fail during heavy snow, visibility of the driver could be affected and increase the risk of a crash, with personal injury and/or property damage.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

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

Name : HerMac Inc  
Address : 540 W North Street  
Auburn INDIANA 46706  
Country : United States

**Chronology :**

Reported in February 2018 that units staged for delivery had windshield wipers that did not function or stopped functioning under the heavy snow conditions. All units were corrected by replacing the wiper module (circuit board) which shorted and burned. Electrical Engineering started investigation and tested several of the modules which all burned out. Investigation discovered that a running line change of the wiper module occurred in June 2017. Wiper module was sourced to another supplier that ultimately procured the wiper module from China. This was the board that failed on site when wipers were stalled due to the extreme snow conditions. Based on the situation reported, it was determined the wiper system did not meet FMVSS requirements. All details of incident and investigation were reported to Safety Committee 4-26-18 who decided a recall due to non-compliance was required.

**Description of Remedy :**

Description of Remedy Program : Dealers will replace wiper module with new relay pack at no charge to current owner of affected units.  
How Remedy Component Differs from Recalled Component : NR  
Identify How/When Recall Condition was Corrected in Production : 3-27-18 New Relay pack replaced current module on the production line

**Recall Schedule :**

Description of Recall Schedule : Working with supplier of the relay pack for availability will release upon receipt of parts  
Planned Dealer Notification Date : JUL 03, 2018 - JUL 03, 2018  
Planned Owner Notification Date : JUL 03, 2018 - JUL 03, 2018

\* NR - Not Reported