

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On May 15, 2013 Wheeled Coach Industries [MFR] decided 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: May 17, 2013

Furnish the manufacturer's identification code for this recall (if applicable): N/A

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.

Wheeled Coach Industries, Inc., 2737 N. Forsyth Road, Winter Park, FL 32792

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

Scott Barnes, Vice President of Sales and Marketing

2737 N. Forsyth Road Winter Park, FL 32792

Telephone Number: 800-932-7077 x 202 Fax No.:800-513-0730

Name and Title of Person who prepared this report.

Daniel Del Rio – Customer Service Manager

Signed:



¹ 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.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): DODGE **Model Years Involved:** 2008 **Model(s):** SPRINTER 2500

Production Dates: Beginning: 04/2008 **Ending:** 12/2008

VIN Range: Beginning: WDOPE745085307561 **Ending:** WDOPE745X85310919

Vehicle Type: II **Bodystyle:** VAN

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

All Dodge 2500 Van Chassis Conversion vehicles manufactured in 2008.

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. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

The percentage of the production of all the recalled models manufactured by Road Rescue between the inclusive dates of manufacture provided above, that the recalled model population represents is: 75%

II. Identify the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
DODGE 2500 SPRINTER	2008	6

Total Number Potentially Affected by the Recall: _____ 6

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Percentage of the total number of vehicles estimated to actually contain the defect or noncompliance is: 100%

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:

The recall population was determined by establishing the total number of Sprinter 2500 units that were Manufactured in 2008.

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.

Failure of the "Master" power disconnect switch terminates flow of 12vDC electrical service to the Road Rescue ambulance conversion. Chassis function and drivability is not affected

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

The failure of the InPower Solenoid occurred on two of 8 units built in 2008. Those two units had the solenoids replaced and we did not have any customer complaints with regards to the other six Dodge Sprinters.

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

Failure of "Master" power disconnect switch terminates flow of 12vDC electrical service to the Road Rescue ambulance conversion. Failure of/loss of programming in the primary multiplex node can affect portions of 12vDC electrical service, including complete loss of power to the Road Rescue ambulance conversion. Chassis function and drivability is not affected. Accessory electrical functions such as siren, warning lights and interior patient compartment lights would be intermittent or fail to operate. The risk to motor vehicle safety is minimal as the vehicle continues to operate including drivability, headlights, horn, tail lights, brake lights, etc.

Identify any warning which can (a) precede or (b) occur.

None

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

InPower LLC

PO Box 2520

Westerville, OH 43086

Phone Number: 740-548-0965

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Chuck Bennett – Vice President

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.

On January 29, 2013 Wheeled Coach received a Preliminary Evaluation (PE12-037) from the National Highway Traffic Safety Administration regarding Road Rescue EV Ambulances built on 2008 Dodge Sprinter chassis.

After reviewing our warranty records, it was found that two units had experienced an issue with the InPower Solenoid therefore they were replaced. We have not experienced any other customer complaints with regards to loss of power. Even though we have not experienced any other complaints, we will replace the Master Solenoid with our current Master Solenoid manufactured by a different vendor.

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. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

A recall letter will be sent out to the six customers potentially affected. Customer will need to fill out and return a warranty claim form which will be provided in the recall letter and once returned, we will send the customer the necessary parts. We will authorize the customer to take their vehicle to a service center to have the part replaced. This will be at no cost to the customer. The service center will be authorized 1 hour of labor

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

We will be replacing the InPower Master Solenoid with a Kissling, 29-311-11 Solenoid

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

The new Master Solenoid is a Kissling 29-311-11 Solenoid and we find that it is a superior product.

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.

The Road Rescue Sprinter ambulance with the electrical system utilized in these 2008MY vehicles has been discontinued. Current production units utilize a different electrical system and incorporate the Master Power disconnect switch being changed due to this recall.

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.

We will begin sending out letters to all affected customers beginning on June 3, 2013. We anticipate completing the notifications by June 10, 2013. We will have sufficient parts to meet customer demand.

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 579.5 requirements.