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Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports ⁽¹⁾

On **June 19 2013** Glaval Bus 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: **July 10th, 2013**

Furnish the manufacturer's identification code for this recall (if applicable): 09E-061

1. Identify the full corporate name of the fabrication 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.

Glaval Bus, A Division Of Forest River, Inc.

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

Kathy Shupert, Recall Coordinator

Telephone Number: **(574) 262-2212 ext. 1184** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Vickie Stout
Director of Customer Service

⁽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 Mr. George Person at (202) 366-5210 or 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:

****Please see attached documentation labeled "Supplement Documentation" ****

Make(s): _____ Model Years Involved: _____ Model(s): _____
 Production Dates: Beginning _____ Ending: _____
 VIN Range: Beginning: _____ Ending: _____
 Vehicle Type: _____ Body style: _____
 Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____
 Production Dates: Beginning _____ Ending: _____
 VIN Range: Beginning: _____ Ending: _____
 Vehicle Type: _____ Body style: _____
 Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____
 Production Dates: Beginning _____ Ending: _____
 VIN Range: Beginning: _____ Ending: _____
 Vehicle Type: _____ Body style: _____
 Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

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.

Vehicles produced during recall timeline: 4512
 Vehicles involved in recall: 3705
 Percentage of recalled vehicles vs. produced: 82%

II. Identify the Recall Population

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

Vehicles Model	Year	Number of Potentially Involved
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****Please see attached documentation labeled "Supplement Documentation" ****

Total Number Potentially Affected by the Recall: _____

- 4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 20%

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:

Once receiving the last phone call we did research on the problem. We have discovered that the earliest date a problem was reported was on a unit with a built date of April 19th, 2010. We determined that we should go back to April 1 2010 to capture any unit built with the rear evaporator.

The following units will be involved only if they have an interior evaporator and produced between April 1 2010 and June 30th 2013.

Models are Universal, Primetime, Sport, Entourage, Concord II, Titan II, Titan LF. and Legacy

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.

Ceiling mounted air conditioner evaporators may become loose. Mechanical fasteners holding evaporator may not have received the proper torque and the bolts may be loose and it could possibly fall down.

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

The bolts installed may not have the proper torque and may be loose.

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

The evaporator bolts may be loose causing the unit to fall and possibly hit someone.

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

The rear evaporator will make a clanking or squeaking noise as it moves up and down during the movement of the vehicle.

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 May 2013 Glaval Bus received a call regarding A/C evaporators that were loose on buses used in harsh terrain (oil fields). We checked the history to see if there were other units that had the problem and found that 8 claims had been reported with units loose and or bolts stripped since April 1st 2010. We then received a call on June 13, 2013 from another dealer that the evaporator bolts were loose. The call prompted Glaval to do the recall on any unit that had an interior rear evaporator.

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.

Upon determining the problem, Glaval Bus established a "Recall Owners notification and an instruction document giving detailed instructions on how to ensure their units have the proper torque and if the bolts spin or are stripped we show how to replace the bolts. Within this document, a time allowance is given to inspect the torque and or replace the bolts if needed.

The end user/vehicle owner or our dealer will receive the Recall Owners Notification along with an instruction sheet. The notification instructs them to take their unit to the local Glaval Dealer or a repair facility in their area along with the instruction sheet and notification card. Once their unit is fixed, we will then cover the repair labor cost up to the time given on the notification instruction sheet, as well as pay for any bolts that may have been provided.

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.

Remedied Buses:

The unit will have a secure rear ceiling evaporator

Recalled Buses:

The rear Evaporator could make noise while in motion and if they do not have the proper torque they could fall down. We are requesting that all units have the torque checked on them.

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 remedy is to check each unit to ensure the torque is correct and if the bolts spin or are stripped they will be replaced.

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.

Glaval plans to mail the dealers/end users notice by postal mail the week of July 29nd 2013, dependent on when we receive approval from NHTSA.

11. Furnish Recall Communications

12. 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) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter

attached to this document for review._____