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(7 pages)

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: 9-17-2013

This report serves as [insert reporting manufacturer's name]'s notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a [insert as applicable: "defect related to motor vehicle safety" or "noncompliance with Federal Motor Vehicle Safety Standards"] exists in certain [identify the vehicles at issue]. [Manufacturer] decided that this [insert "defect" or "noncompliance," as applicable] existed in these vehicles on [insert date].

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's corporate name: Coach And Equipment Mfg. Corp.

Vehicle brand or trademark name owner(s) (where applicable): Phoenix and MetroLite

Designated Agent (imported vehicles):

If this notification concerns a defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):

A&M Systems Inc. Power Door Actuator that contain a model 3230 PC Board manufactured from August 1, 2009 through March 31, 2010.

A&M Systems, Inc

4121 Eastland Drive

Elkhart, In. 46516

(574) 522-5000

Name, address, email, and phone and fax numbers for the person(s) to whom inquiries about this report should be directed:

George D'Amato

130 Horizon Park Drive

PennYan NY 14527

george.damato@coach-equipment.com

Phone (315) 536-2321 Ext 1206 Fax (315) 536-0460

Manufacturer's assigned campaign number (where applicable):

II. Identification of the Recall Population and Its Size

Complete the tables below for each group of vehicles subject to this notification. Additional tables may be necessary where there are more than three groups subject to a notification.

Make: Coach and Equipment
Model: MetroLite
Model Year(s): 2009-2010
Inclusive dates of manufacture (month and year): Between August 2009 and May 2010
Body Style/Type (for non-passenger cars): Transit Bus
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):
Total number of these vehicles: 11

Make: Coach and Equipment
Model: Phoenix
Model Year(s): 2009-2010
Inclusive dates of manufacture (month and year): Between August 2009 and May 2010

Body Style/Type (for non-passenger cars):	Transit Bus
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):	
Total number of these vehicles:	42

Make:	
Model:	
Model Year(s):	
Inclusive dates of manufacture (month and year):	
Body Style/Type (for non-passenger cars):	
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):	
Total number of these vehicles:	

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: 53

The percentage of the recall population you estimate actually contain the defect or noncompliance:
100%

Identify and describe how the recall population was determined (e.g., on what basis the recalled models were selected and how the inclusive dates of manufacture were determined):

Purchase orders were identified for the concerned A&M Systems Power Door Actuators from the given time frame. These purchase orders were crossed referenced to the unit numbers involved. The unit numbers were cross referenced to their customers.

Describe how the recall population is different from any similar vehicles not subject to this notification:

These buses have an optional power door which uses an A&M System Power Door Actuator and other buses have manual doors which do not use an A&M System Power Door Actuator.

III. Description of the Defect or Noncompliance and Chronology of Events

Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.

The affected A&M System Power Actuators have a PC Board that may overheat increasing the risk of fire. The A&M System Power Actuator is located inside the bus behind an access door above the passenger entry door.

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

The A&M System Power Actuator PC Boards are defective.

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

An overheat situation could cause the PC Board to burn in extreme cases.

Identify any warning(s) that may precede the defect or noncompliance condition.

N/A

For defects, provide a dated, chronological summary of all the principle events that were the basis for the determination that the defect is related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information such as numbers of crashes, injuries and fatalities.

Technical Bulletin DOC00039

For noncompliances, identify the test results and other information considered in determining the existence of the noncompliance, and provide the date of each test and observation indicative of that noncompliance.

N/A

IV. The Remedy Program and Its Schedule

Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer's notification concerning that defect or noncompliance. Also include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.

Coach and Equipment Mfg. Corp. in conjunction with A&M Systems Inc. will supply instructions for inspecting and replacing PC Boards. It is the responsibility of the bus owners to inspect and replace applicable PC boards.

A&M Systems Inc. will supply up to (1) hour of labor cost.

Provide the estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.

9-30-2013

Provide the estimated date(s) on which dealer and distributor notifications will be issued and the estimated date(s) for completion of those notifications.

9-30-2013

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

The physical size of the replacement PC Board Tray is larger than the defective PC Board Tray. Refer to DOC00039 for details.

******* IMPORTANT REMINDERS *******

A DRAFT version of the letter that the manufacturer intends to mail to owners and purchasers notifying them of the defect and/or noncompliance must be submitted to NHTSA at least five Federal Government business days before those letters are issued. In addition, it is recommended that the draft version of the letter that the manufacturer intends to send to its dealers and distributors concerning the defect and/or noncompliance also be submitted for review. For prompt receipt and review, drafts may be submitted to the attention of the Recall Management Division (NVS-215) via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov.

A representative 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, dealer, or purchaser, must be submitted to NHTSA no later than five days after they are initially sent. This requirement applies both to the final version of the notification letter that is sent to owners and purchasers, as well as the final version that is sent to dealers and distributors. It also includes any follow-up notifications issued concerning a recall. The representative copies of the letters sent to owners and purchasers, and dealers and distributors, must be submitted via certified mail. It is strongly recommended, however, that additional representative copies be submitted via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov, so that the submission can be more promptly reviewed. All submissions should be conspicuously labeled with the appropriate NHTSA-assigned recall number.