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14E-039
(8 pages)

Safety Defect and Noncompliance Report Guide for *Equipment*

PART 573 Defect and Noncompliance Report

Date: 7-10-2014

This report serves as [AM EQUIPMENTS]'s notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a [WINDSHIELD WIPER SYSTEM/WIPER ARM TO SHAFT INTERFACE"] exists in certain [351-0019]. [AM EQUIPMENT] decided that this [WIPER ARM INTERFACE OF 351-0019 TO SHAFT] existed in these vehicles on [2-05-2013].

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

Manufacturer's corporate name:AM EQUIPMENT

Equipment's brand or trademark name owner(s) (where applicable):

Designated Agent (imported equipment):

If this notification concerns equipment that was installed in new motor vehicles or new items of motor vehicle equipment, identify by name, address, and telephone number each vehicle manufacturer and equipment manufacturer who purchased that equipment:

JAYCO/ENTEGRA COACH, 903 SOUTH MAIN ST. MIDDLEBURY, IN 46540

574-825-8561 PHONE

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):

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

SHAUNA MARTIN 402 E. HAZEL, JEFFERSON, OR 97352

SHAUNA@AMEQUIPMENT.COM PHONE 541-327-1546 FAX 541-327-3480

Manufacturer's assigned campaign number (where applicable):

II. Identification of the Recall Population and Its Size

Complete the tables below for each item of equipment subject to this notification. Additional tables may be necessary where there are more than three items subject to a notification.

Type of equipment (e.g., tire, child restraint, headlamp):WINDSHIELD WIPER SYSTEM
Part/Model number:102-1095
Size and function (where applicable):WIPER ARM 30" FUNCTION IT WIPES WINDSHIELD
Inclusive dates of manufacture (month and year):2-5-2013 THROUGH 7-22-2013
Other information necessary to describe this equipment:
Total number of these items of equipment:475 COACHES

Type of equipment (e.g., tire, child restraint, headlamp):

Part/Model number:
Size and function (where applicable):
Inclusive dates of manufacture (month and year):
Other information necessary to describe this equipment:
Total number of these items of equipment:

Type of equipment (e.g., tire, child restraint, headlamp):
Part/Model number:
Size and function (where applicable):
Inclusive dates of manufacture (month and year):
Other information necessary to describe this equipment:
Total number of these items of equipment:

Provide the following information as to all the items of equipment ("the recall population") identified above:

Grand total number of items of equipment in the recall population: 475

The percentage of the recall population you estimate actually contain the defect or noncompliance:
425

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):

AME CHANGED THE WIPER ARM MOUNTING HEAD. THIS WAS A CONTROLLED DESIGN CHANGE AND DATE FOR NEW DESIGN ARRIVED ON 1-14-13. WE DEMINISHED EXSISITING DESIGN STOCK ON 2.5-13. THAT WAS THE DATE WE STARTED USING NEW DESIGN.

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

THIS IS SPECIFIC TO JAYCO/ENTEGRA COACH MODELS. THE WINDSHIELD GLASS IS THE SAME AMOUGNST THE 4 MODELS. THE GLASS HAS A SHARP BREAKAWAY CURVE. THIS CURVE IS CLOSE TO THE DRIVER SEAT POSITION CAUSING AME WIPER ARM TO GO OVER BREAKAWAY CURVE TO WIPE THE WATER OUT OF THE VIEW OF THE DRIVER. THE ACTION OF THE WIPER ARM GOING PASS THE BREAKAWAY CURVE IS THE REASON WHY WIPER ARM WOULD COME OFF SHAFT IN USE. THIS WIPER ARM IS ONLY USED IN THE RV INDUSTRY WITH JAYCO/ENTEGRA. ALL OTHER APPLICATIONS WHERE THIS STYLE OF WIPER ARM IS USED IS ON OIL CABS

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.

Wiper arm is attached to pivot shaft with what is called a wedge design. Wiper arm is applied to shaft and installer Tightens a hex bolt, the tightening of the hex bolt pulls the tapered wedge upwards this engages the wedge to the Shaft spines. 12ft pounds of torque is applied and wedge secures wiper arm to shaft. On Jayco/Entegra coach Windshield the breakaway curve caused the wiper arm to have a high raise on fall on the driver side. This raise and fall action of the wiper arm caused the wedge to move back and forth in the housing, ultimately the wedge would become so loose the wiper arm would fly off during usage.

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

Windshield the breakaway curve caused the wiper arm to have a high raise on fall on the driver side. This raise and fall action of the wiper arm caused the wedge to move back and forth in the housing, ultimately the wedge would become so loose the wiper arm would fly off during usage.

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

Wiper arm becomes dis engaged to shaft and ultimately flies off of shaft

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

Wiper arm becomes sloppy in use

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.

5-8-13 Jayco/Entegra notified AME that when installing wiper arms the installers were cracking the mounting head.

It was believed to been because AME did not provide WI to customer on how to install new wiper arms. AME visited customer facility and trained installers on how to install wiper arms, and what the correct torque spec was. WI were left.

5-20-13 another report came from customer of wiper arm cracking using the correct torque. AME started investigating product we had in house. Testing was testing torque call outs to find if we could replicate the crack. NCR was sent to vendor at same time. AME at this time started torque testing every mounting head prior to shipping to verify strength of material
5-29-2013 Another report came from customer that they had cracked more arms under the correct torque
5-31-2013 AME was able to replicate failure under normal torque. AME received response back from vendor that they had not cleaned the mould prior to pouring our casted part causing contaminated material and making the mounting head weak. Vendor started making new parts from clean mould.

6-4-13 AME traveled to customer for internal meeting to discuss action on units that were already with customers. At

Time since the cracked wiper arms were being caught at customer facility it was not deemed a safety issue to the

So recall was not mentioned.

7-9-2013 End user customer reported the wiper arms were getting sloppy after a small amount of use. We sent new system and 2nd system had the same issue. AME went back to testing in wet lab to identify the source of the problem. We did not identify the source at this time.
7-18-13 Same end user as reported on 7-9-13 had wiper arm failure, this was the customer 3rd complete wiper system. He had only drove for 3600 miles and the system failed in high winds and rain storm. The driver side wiper arm started getting sloppy and going further pass the breakaway curve and getting hung up. This was indicating that the wiper arm mounting head wedge had loosen. AME started investigating wedge as source. AME could identify that in normal use the wedge would move back and forth in the mounting head area. We started a new SAE test in the wet lab, this test isolated the wedge so no back and forth motion could be attained by wedge. AME started a high speed durability test on a test buck that was closest to Customers windshield.
7-22-2013 AME SAE high speed test failed. Wiper arm had fallen off of shaft.
7-22-2013 AME sent SAFETY ALERT BULLETIN to Jayco/Entegra stating we could no longer ship the systems as we

have identified the system to be unsafe.
7-23-2013 Jayco/Entegra called a meeting with VP an GM of motorized division, VP of customer service, VP of corporate Purchasing, Two lawyer's At this meeting we discussed going into recall on all units that had this wedge style wiper arm. AME had documented 425 coaches but Customer wanted to make sure so the recall involved 475 coaches.
7-30-2013 AME engineered a safety solution to the problem. A retainer was designed this retainer added a safety to the wiper arm. The wiper arm would be installed with normal wedge tightened, but an additional screw would adhere the safety retainer to the shaft. The shaft would have to be drilled an threads added, the wiper arms would have to be slightly disassembled to add the retainer to the mounting head of the wiper arm. This was a solid fix. See pic page
7-31-13 AME arrived at Jayco/Entgra to complete a field campaign. This was replacing shafts and wiper arms with shafts that had threads and wiper arms that had safety retainers. AME was replacing 123 coaches wiper system.
8-15-2013 WI were sent for performing the recall to Jayco/Entgra as they were the company that would be filing to NHSTA.
The recall was submitted an AME started servicing them as the customers were notified

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.

SEE UBOVE

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.

Jayco/Entgra sent recall notifications to 475 coach owners. As a coach owner is ready for recall to be performed

They contact Jayco/Entgra service center and they issue a purchase order to AME. AME builds recall kit and ships no charge to customer.

Once recall is performed the service center submits a charge back to Jayco/Entgra and Joyco/Entgra submits charge

Backs to AME. AME makes credit memos for the amount and sends back to Jayco/Entgra. This is all documented under AME business system RLA under account name JAIREC3. This account is for tracking costs

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

We have been performing them since Aug of 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.

See above

Describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The shafts have a safety retainer and screw which can be seen by servicing the wiper arm back

********** **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.