



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 25, 2021

Ms. Betsy Hershberger
Service Manager
ARBOC Specialty Vehicles, LLC
51165 Greenfield Parkway
Middlebury, IN 46514

NEF-107MR
21V-187

Subject: Engine Control Module Calibrated Incorrectly

Dear Ms. Hershberger:

This letter serves to acknowledge ARBOC Specialty Vehicles, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ARBOC/SPIRIT OF EQUSS/2018-2021

Mfr's Report Date: March 18, 2021

NHTSA Campaign Number: 21V-187

Components:

ENGINE

ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM):SOFTWARE

Potential Number of Units Affected: 41

Problem Description:

ARBOC Specialty Vehicles, LLC (ARBOC) is recalling certain 2018-2021 Spirit of Equess buses equipped with Cummins Westport Inc. B6.7N natural gas engines. The engine control module software may be calibrated incorrectly, causing the engine to not limit engine speed or torque as intended for certain safety-related functions such as vehicle braking, traction and stability control, speed control, or collision avoidance.

Consequence:

If safety-related functions such as vehicle braking, stability, speed, and collision avoidance do not function properly, it can increase the risk of a crash.

Remedy:

ARBOC will work with the engine manufacturer, Cummins, Inc., to notify owners, and Cummins dealers will recalibrate the engine control module, free of charge. The manufacturer has not yet provided a schedule for recall notification. Owners may contact ARBOC customer service at 1-866-953-5555.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



Please ensure the following requirements are met:

Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If your company does not have dealers or distributors, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

AMENDED 573 REQUIRED.

Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. Please be reminded that all owners must be notified of the safety risk associated with this filing within 60 days of the 573 being submitted. If the remedy is not available at that time, mail the interim notice, following it with a second notice once the remedy becomes available. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If there are no owners involved in this recall, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

ARBOC Specialty Vehicles, LLC's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement