

Part 573 Safety Recall Report

21V-267

Manufacturer Name : Pioneer Coach Interiors Inc.**Submission Date :** APR 16, 2021**NHTSA Recall No. :** 21V-267**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Pioneer Coach Interiors Inc.
Address : 805 Madison Industrial Road
 Madison TN 37115
Company phone : 6158601690

Population :

Number of potentially involved : 5
Estimated percentage with defect : 100 %

Vehicle Information :**Vehicle 1 :** 2019-2020 Prevost X3 & H3**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :****Power Train :** DIESEL

Descriptive Information : NHTSA email to us: "In a report dated August 21, 2020, Firefly Integrations, LLC notified NHTSA that a safety defect exists in certain Multiplex G9 units used for controlling equipment and accessories in motorhomes. Specifically, the units can fail if excessive voltage is applied, causing the components on the board to become damaged."

Firefly email to us: "Chris, this email is to recap our conversation today about the G9 recall and to confirm the actions you should take to acquire protection boards for your customer units with G9's. According to our records the Recall will affect coaches, P52, P53, P54, P55, P56 (P56 has 2 G9's in the system.) As we discussed, to receive the protection module for the G9's please send a Zero Dollar PO to Jennifer (warranty@fireflyint.com) and she will make sure the parts are sent to you at no cost.."

Production Dates : JUL 09, 2018 - JUL 30, 2019VIN Range 1 : Begin : 2PCVS3491GC713261 End : 2PCCS3494JC736340 Not sequentialVIN Range 2 : Begin : 2PCVS3492HC713531 End : 2PCVS3497HC713525 Not sequentialVIN Range 3 : Begin : 2PCVS3495HC713507 End : 2PCVS3495HC713507 Not sequential**Description of Defect :****Description of the Defect :** G9 ECM can fail if excessive voltage is applied

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Potential thermal event

Description of the Cause : Applying voltage greater than 18V to the G9

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : G9

Component Description : ECM

Component Part Number : 7000620

Supplier Identification :

Component Manufacturer

Name : Firefly Integrations, LLC

Address : 1013 Elroy Drive
Middlebury Indiana 46540

Country : United States

Chronology :

7/28/2020 Firefly and Spyder inspected a coach containing a G9 ECM that had experienced a thermal event.
8/21/2020 Firefly Integrations and Spyder controls hosted a meeting with two manufacturers to review findings, and introduce a proposed solution to prevent the issue from occurring. 8/21/2020-9/25/2020 Extensive testing of the add on Protection Module, which eliminated the issue from occurring, conducted in lab environment and in RV units.
For Pioneer Coach Interiors, it began when we received notification of the defect and need for replacement from Firefly in October 2020.

Description of Remedy :

Description of Remedy Program : We (Pioneer Coach Interiors, LLC) replaced all units as of January 31, 2021 with the remedy components provided by Firefly. The buses are operated by Pioneer Coach, Inc., with whom we share an address.

How Remedy Component Differs from Recalled Component : The remedy component is a highly visible red component with an LED indicator which is affixed to the original G9 ECM.

Identify How/When Recall Condition was Corrected in Production : Component is no longer in current production. Any replacement units will be shipped with the G9 Protection Module affixed to the G9 ECM. The G9 Protection Module limits voltage to the G9 ECM and eliminates the potential over voltage issue. (From NHTSA letter)
We installed the Firefly-provided protection modules on all five units as of January 31, 2021.

Recall Schedule :

Description of Recall Schedule : All vehicles are in our possession, housed on our lot; we have no dealer network, as all vehicles are entered directly into our sister-company's fleet, Pioneer Coach, Inc.. We installed the protection modules on all five affected vehicles by January 31, 2021.

Planned Dealer Notification Date : NR - NR
Planned Owner Notification Date : NR - NR

* NR - Not Reported