



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 26, 2023

Thomas Ragland  
Director of Operations & Sales  
Quality Vans & Specialty Vehicles  
2113 W. 7th Street  
Tempe, AZ 85281

NEF-107DC  
23V-499

**Subject:** Generator Fuel Hose May Cause Gas Leak

Dear Thomas Ragland:

This letter serves to acknowledge Quality Vans & Specialty Vehicles'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:**

FORD/TRANSIT/2020-2023

**Mfr's Report Date:** July 19, 2023

**NHTSA Campaign Number:** 23V-499

**Components:**

FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

**Potential Number of Units Affected:** 10

**Problem Description:**

Quality Vans (Quality Vans) is recalling certain 2020-2023 Ford Transit vans equipped with Onan QG 2800i EVAP generators, part number 2.8HGLAA-8303A. The fuel hose between the inline fuel filter and the Injection Pump Module (IPM) may not be properly secured, which can cause a gas leak.

**Consequence:**

A gasoline leak in the presence of an ignition source may increase the risk of fire.

**Remedy:**

Dealers will inspect and replace the fuel hose and clamps as necessary, free of charge. Owner notification letters are expected to be mailed August 4, 2023. Owners may contact Quality Vans customer service at 1-480-464-7007.

**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.nhtsa.gov](http://www.nhtsa.gov).

Please ensure the following requirements are met:

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

**AMENDED 573 REQUIRED.**

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.**

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Quality Vans & Specialty Vehicles's contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



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