



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-827-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1375

Date Received

Repository ☐

2003 MAY 9 - APR 2003 1:38

Reference No.
1001SS22

OWNER INFORMATION (Type or Print)

Name

Address

City

YUMA

State CO

Zip Code

Daytime Telephone Number

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 4/22/2003

VEHICLE INFORMATION

Make
THOMAS

Model
SAF-T-LINER ER

Model Year
2002

Date Purchased
11/26/2001

Dealer's Name and Telephone Number
Transwest Trucks, Inc.

Engine: Cat
No: Cylinders
6 cylinder

Fuel Type:
Diesel

Original Owner
☒

Dealer's City
Commerce City

State
CO

Zip Code
80022

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code
220000 SEATS

Automatic

☒ Cruise Control

Allison

Multiple Failures:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-DEC-2002

Failure Mileage
22724

Failure Speed
N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15A5C036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Damage Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE DRIVER'S SEAT WAS DEFECTIVE. THE SEAT FRAME BENT AND CAUSED THE SEAT TO TWIST 15 DEGREES TOT HE RIGHT. *NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

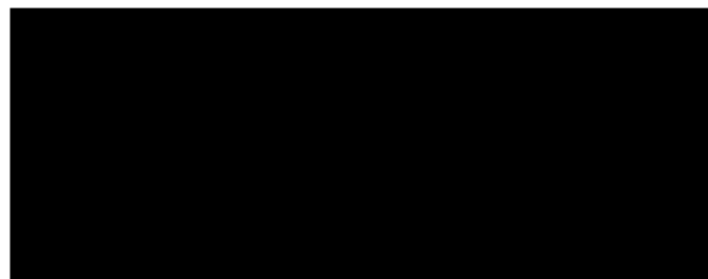
ATTACH ADDITIONAL SHEETS IF NECESSARY.

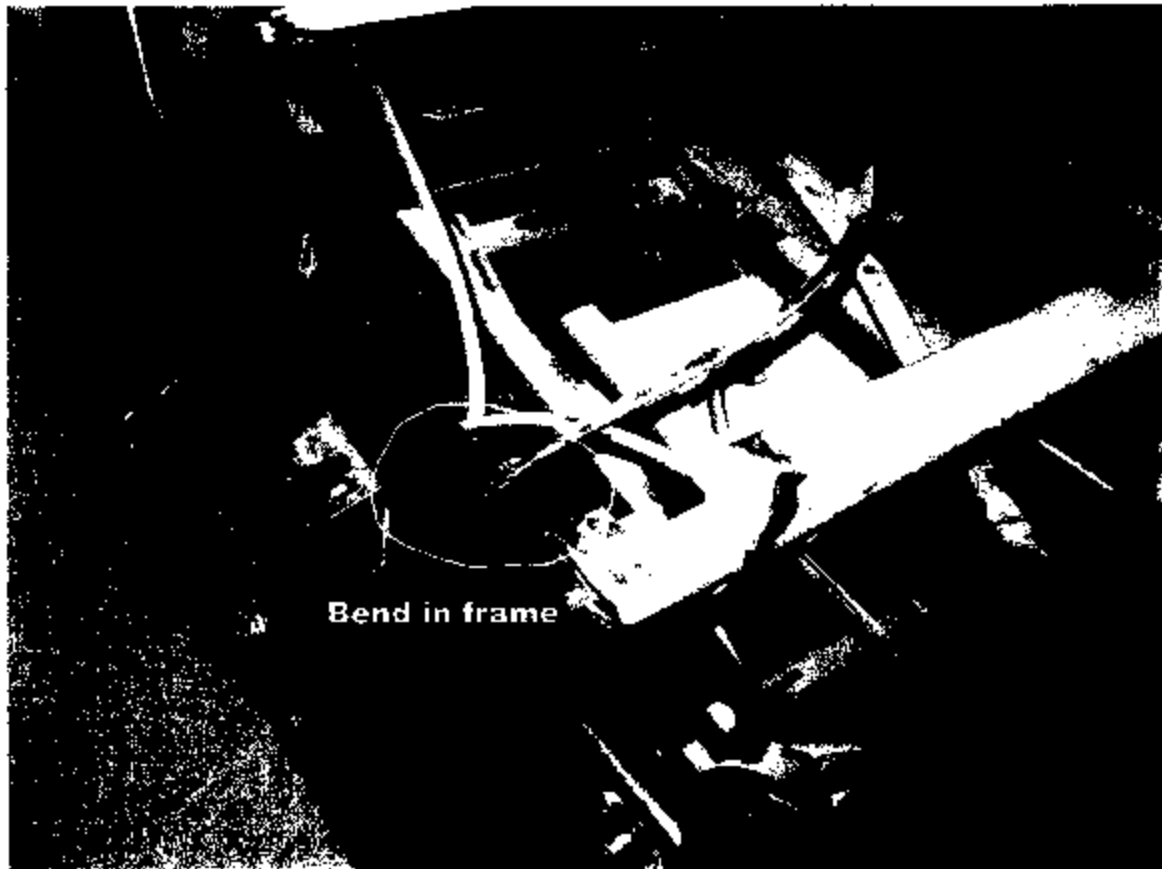
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

The problem started when I drove the bus on a field trip, and noticed that the driver's seat was facing to the right 10 to 15 degrees. When I returned from the trip, I questioned the regular driver of this bus about the seat not sitting, as it should. She stated that she did not notice any difference. We looked at the seat together, and then she noticed that it definitely set at a different angle than when new. Since the regular driver did not notice this immediately upon it's happening, I assumed that it was a gradual deterioration of the material used to construct the frame. If this had happened suddenly as the factory inspector suggest, I would think that the driver would have noticed and reported the problem right away.

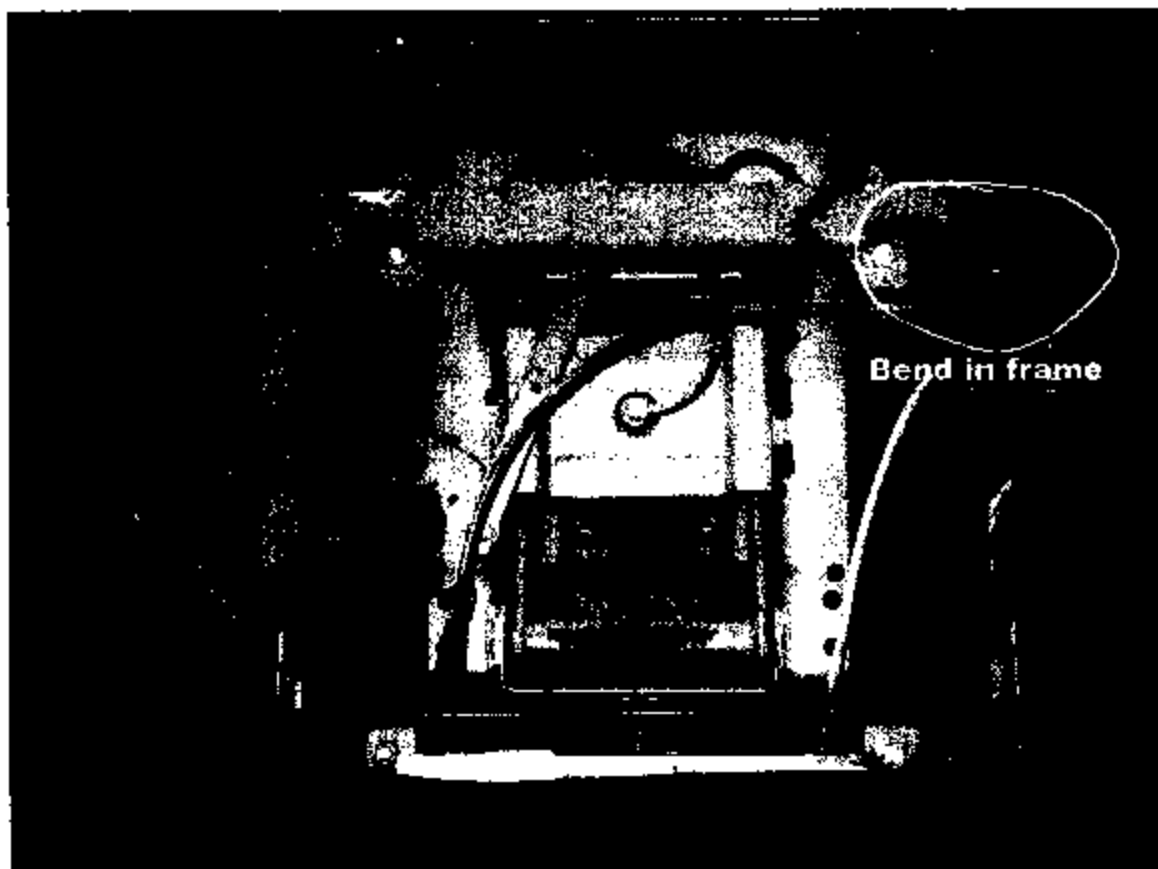
I called the dealer (Transwest Truck, Inc.) and notified them of the problem, and they did show concern. Their Service Manager stated that he would discuss this with Thomas Bus and get back to me because this was the first incident of this kind he had heard of. He did suggest that we should replace the seat, as it is definitely flawed. I discussed attempting to straighten the seat, until we could install a replacement, with the Service Manager, and he suggested that we give it a try. I was amazed just how easily it straightened back to a straight position. During the straightening process, the kink in the frame did move from the left side of the seat to the right side of the seat, but it was sitting straight in the bus, so I did not attempt any further repairs.

To straighten the seat, I used a 36 inch tire iron fitting through the seat frame from one side to the other then applied force in a counter clockwise motion. With only about 18 inches of leverage, the seat straightened. The other 18 inches was set in the seat frame.





This kink in the frame was on the opposite side and worse prior to straightening the seat.
At this point the seat is reasonably straight.



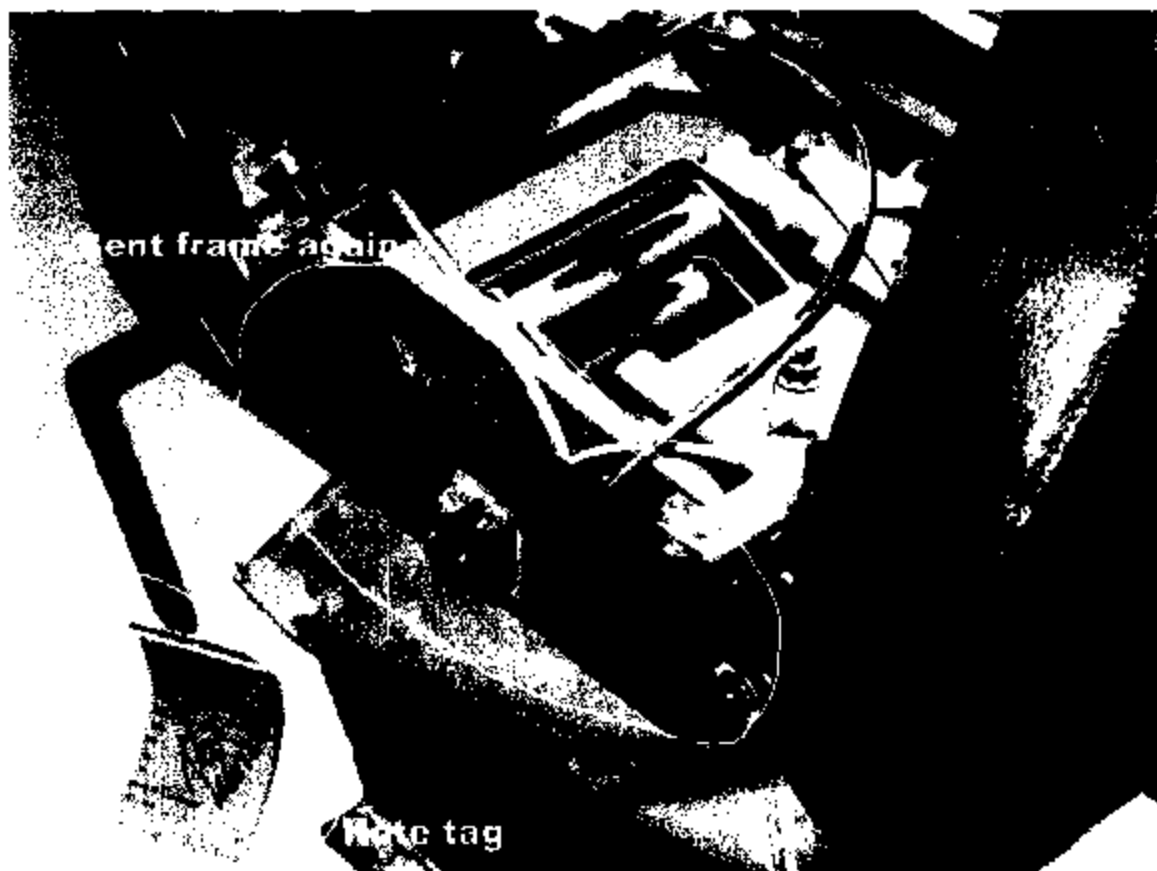
This photo is taken from above the seat. When I checked the problem, I noticed that the whole upper frame was distorted. The kink in the frame was on the opposite side. The side circled became kinked during the straightening process. The distance from the corner circled (top-right as pictured) to the bottom-left was longer than the distance from the top-left corner to the bottom-right corner. The upper frame was about 10-15 degrees to the right or clockwise from its current position. You can see that it is reasonably straight now, but the kink in the frame remains.



You can see by this photo, that the seat cushion is still not straight to the seat-mounting frame.



This is the area of the seat mounted close to the driver's wall of the bus. (The area where the plastic clipboard/folder was kept) This is the side with the original kink. The factory representative stated that a tire iron had been forced into the seat to cause the bend. I did use a tire iron to straighten the seat after discovering the twist. I notified the dealership of my actions. For the record, we do not carry "tire irons" on the bus as per State of Colorado recommendations.



This is an angled view of the seat showing the approach side of the seat. You can note the tag stating "Not Warranty". This tag is fastened to the seat belt anchor. This anchor is also loosely tethered to the floor of the bus with seat belt webbing, but this anchor can be bent easily by hand.



This is a closer look at the kink in the frame. The hose immediately below the kink is plastic, and is actually one inch below the frame. The frame of this seat is constructed of material too thin in my opinion. You can see that it is reasonably straight now. It straightened very easily, and could bend or twist again very easily.



ECONOMICAL HARDBOARD CLIPBOARDS

A portable "desk"
for writing.

- EASY TO WRITE ON. Sturdy 3/16" Masonite becomes the perfect desk for writing.
- POWER CLIP. Rough chrome clip firmly holds sheets and pads in place. Built-in easel for hanging.

Low as
\$182
each

Model No.	Form Size	Overall Size	List Price	1	12	36
000-000-01	8" x 10"	12" x 18"	\$1.25	\$1.25	\$12.50	\$36.00
000-000-02	8" x 10"	12" x 18"	\$1.25	\$1.25	\$12.50	\$36.00
000-000-03	8" x 10"	12" x 18"	\$1.25	\$1.25	\$12.50	\$36.00



ARCH BOARDS

Hold your top-punched
sheets for quick reference.

- SHARP OPEN ARCHES. 2 1/2" apart. Holds all 3-hole punched forms. Swing with ease, insert paper, swing and lock closed.
- SMOOTH. Resistant writing surface. Built-in easel for hanging.

Low as
\$398
each

- USE FOR:
- Bills of lading
 - Price lists
 - Orders
 - Reports
 - Billing copies

Model No.	Form Size	Overall Size	List Price	1	12	36
000-000-04	8" x 10"	12" x 18"	\$4.75	\$4.75	\$47.50	\$142.50
000-000-05	8" x 10"	12" x 18"	\$4.75	\$4.75	\$47.50	\$142.50

METALLIC CLIPBOARDS

Modern clipboards in three stylish shades.



- STYLISH APPEARANCE. Metallic-colored snap-on in Royal Blue, Purple and Turquoise. Thin design slips right in your briefcase or bag.
- MODERN FUNCTION. Rubberized spring clip secures letter-size pages up to 1/2" thick without wrinkling them. Removable longer for quick-access storage.
- DURABLE DESIGN. Strong plastic made in the USA. Cleans lightly to prevent papers from slipping.

Low as
\$299
each

Model No.	Form Size	Overall Size	List Price	1	12	36
000-000-06	8" x 10"	12" x 18"	\$3.25	\$3.25	\$32.50	\$99.00

Royal Blue, Purple and Turquoise colors chosen at random when you order.

PLASTIC CLIPBOARDS

Hold your papers in style.



- Butterfly clip holds your papers firmly in place.
- Colorful high-juster plastic.
- 8" x 12".

Low as
\$429
each

Model No.	List Price	1	12	36
000-000-07	\$3.65	\$3.65	\$36.50	\$113.40

*Specify color: Neon Green-21, Green-14, Sand-31, Granite-32.



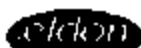
PLASTIC LEGAL-SIZE CLIPBOARD

Hold papers firmly —
make writing easier.

- HOLDS FIRMLY. Tight, strong clip grabs on and holds all your papers and forms.
- LOW PROFILE CLIP. Easy and convenient to store.
- HANGS EASILY. Pull-out hanger pops up to hang on a hook or nail.
- STRONG. High-grade black plastic looks great and will stand up to heavy use.

Model No.	Form Size	Overall Size	List Price	1	12	36
000-000-08	Legal	8" x 14"	\$4.00	\$4.00	\$38.00	\$116.00

Made in USA.



STORAGE CLIPBOARD

Portable office on the go!

- INTERIOR STORAGE. Everything on hand. Holds pads, pens and more.
- HEAVYDUTY CLIP. Holds papers securely. 12" x 10" work surface.
- INDESTRUCTIBLE. Plastic won't break, rust or scratch.



Low as
\$1479
each

Model No.	List Price	1	12	36
000-1000-01	\$123.25	\$123.25	\$1232.50	\$3843.00



Order toll free 24 hours a day, 7 days a week! Dial 1-800-421-1222.

This is the type of storage clipboard we are using. The item is in the lower right hand corner. It is an Eldon plastic storage clipboard.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**