

GENERAL COACH

AMERICA, INC. 275 GRAHAM RD: P.O. BOX 397, IMLAY CITY, MI 48444 (810) 724-7332 FAX (810) 724-7338

— **THOR** company —

June 3, 2004

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance (NSA-01)
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Fax Submittal: (202) 366-7882

Dear Mr. Weinstein;

On June 3, 2004 General Coach America, Inc. decided that a noncompliance with Federal Motor Vehicle Safety Standard No. 210 exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: June 3, 2004.

1. Manufacturer's Name:
General Coach America, Inc.
275 Graham Road
P.O. Box 397
Imlay City, MI 48444
Contact Person: Deborah Morse, Phone: (810) 724-1753 ext. 399, Fax (810) 724-6478

2. Vehicle Models Involved in the Noncompliance:
Below are the makes and models of the General Coach vehicles involved.

<u>MAKE</u>	<u>MODEL</u>	<u>MODEL YEAR</u>	<u># Involved</u>
General Coach	M1030	2003	5
General Coach	M1030L	2002, 2003	8
General Coach	M1035	2002, 2003, 2004	56
General Coach	M1035L	2002, 2003	21

3. Total Number of Vehicles to be Inspected:
90 vehicles

4. Approximate Percentage of Vehicles to Contain This Noncompliance:
100% of the vehicles listed.

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(7 pages)

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5. Description of Condition:

During manufacturing of certain vehicles, the driver's seat tether strap was not installed. The function of the driver's seat tether strap is to secure the driver's seat in the event of a crash. This tether strap must be installed to meet the FMVSS-210 standards.

6. Chronology of Events:

April 30, 2004

- During a field inspection of a vehicle on another issue, it was discovered that the driver's seat tether straps were missing.

May 2004

- Further investigation of this model of bus revealed that the driver's seat tether straps were not installed on any of the M1030 or M1035 vehicles. These vehicles are assembled on a separate production line and this problem is isolated to these models.
- All vehicles produced after May 1, 2004 have been corrected on the assembly line.
- Dealer was notified of the noncompliance and a service information document (SID_2004_013 was created (See Attachment 1).

June 2, 2004

- Customer list was developed (See Attachment 2).

7. Description of Corrective Action:

Attach the tether strap to the driver's seat belt according to instructions included in the Service Information Document #SID_2004_013 (Attachment 1).

8. Copy of Notices:

A copy of the proposed notification letter to be sent from General Coach America, Inc. to individual vehicle owners is attached to this document (Attachment 3).

9. Proposed Owner Notification Letter:

A complete list of customers including name, address, telephone number, point of contact will also be provided (Attachment 2).

10. Noncompliance Schedule:

Letters will be mailed to each customer on the attached list (Attachment 2) by June 11, 2004.

If you should have any questions or require any additional information, please do not hesitate to contact me at 810-724-6474 ext. 399.

Sincerely,

Dick Cutchner
Service Manager

CC: Don Roberts, President, CBI
David Carter, Engineering Manager, CBI
Warren Marsh, VP Operations, CBI
Deborah Morse, Warranty Admin Assistant, CBI
Andy Inmanse, Thor Corporation

 General Coach America, Inc. A Division of General Motors	SERVICE INFORMATION DOCUMENT FREIGHTLINER FB-85 DRIVER'S SEAT BELT TETHER STRAP	SD 2004-013 Revision: Issue Date: 05/1/04 Approved: 06/20/04
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Purpose:

To be compliant with FMVSS 210.

Perform the Following:

1. Remove driver's seat belt from mounting brackets located on either side of the seat.
2. Attach tether strap to seat belt, and install tether strap seat belt assembly onto mounting bracket using bolt, washers, and nut (as shown in Fig. 1). Torque all bolts between 35 - 45 ft lbs.
3. Drill two (2) 3/8-inch holes in floor behind driver's seat. Position holes 3.00 inches back from riser, and 2.50 inches from center line of riser (as shown in Fig. 2).
4. Align end of strap over holes and secure with bolt, washer, and nut (as shown in Fig. 3) Torque all bolts between 35 - 45 ft lbs. Adjust strap to remove slack.

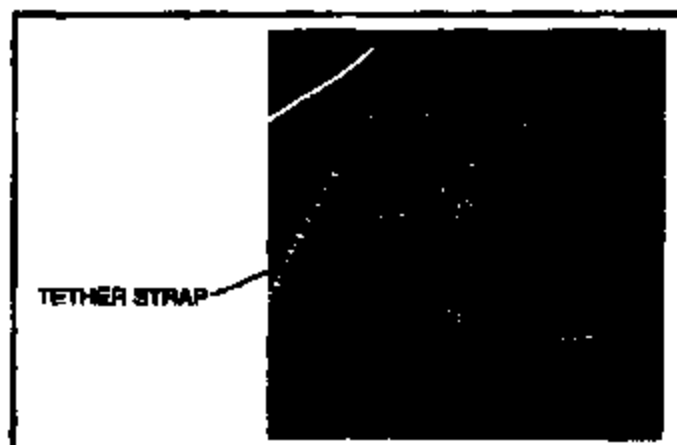


Fig. 1

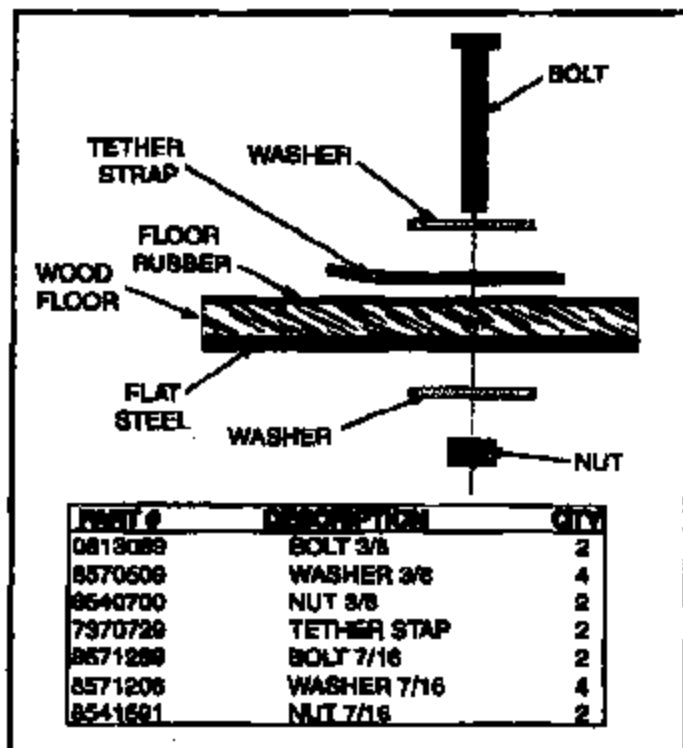


Fig. 3

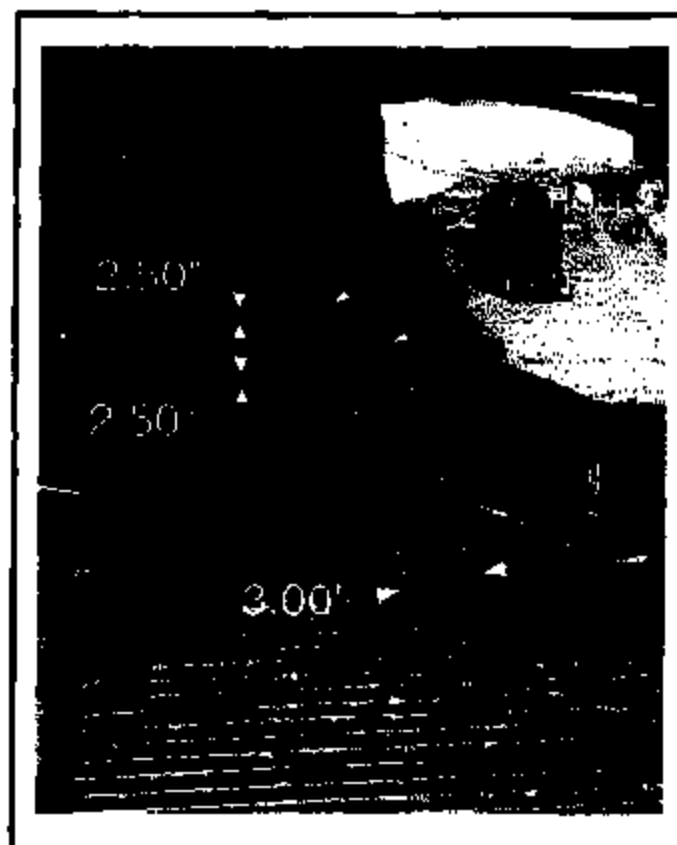


Fig. 2

Customer Name	STREET	CITY	STATE	ZIP	PHONE NO.	Model	Model Year	ORDER #	Chassis VIN	Order Book
City of Bettendorf	4403 Devitts Glen Rd.	Bettendorf	IA	52722	(563) 344-4104	M1030L	2003	8872	4UZAABW42CK13540	
Radio Enterprise	2590 Lafayette St.	Santa Clara	CA	95050	408-888-4884	M1035	2002	8034	4UZAABW11CJ47845	
City of Bettendorf	4403 Devitts Glen Rd.	Bettendorf	IA	52722	(563) 344-4104	M1030L	2003	9081	4UZAABW42CK13540	
City of Bettendorf	4403 Devitts Glen Rd.	Bettendorf	IA	52722	(563) 344-4104	M1030L	2003	9082	4UZAABW42CK13540	
City of Bettendorf	4403 Devitts Glen Rd.	Bettendorf	IA	52722	(563) 344-4104	M1030L	2003	9083	4UZAABW42CK13540	
City of Bettendorf	4403 Devitts Glen Rd.	Bettendorf	IA	52722	(563) 344-4104	M1030L	2003	9084	4UZAABW42CK13540	
City of Bettendorf	4403 Devitts Glen Rd.	Bettendorf	IA	52722	(563) 344-4104	M1030L	2003	9085	4UZAABW42CK13540	
Dash's Limo	10220 New Berlin Rd.	Jacksonville	FL	32226	904-888-8001	M1035	2002	9180	4UZAABW42CK13540	
Cassy Limo	6700 W. Minnesota	Indianapolis	IN	46242	317-240-2522	M1035	2002	9180	4UZAABW42CK13540	
5700 W. Minnesota	5700 W. Minnesota	Indianapolis	IN	46242	317-240-2522	M1035	2002	9181	4UZAABW42CK13540	
Buses by Bill	1336 Centerville Rd.	Dallas	TX	75218	214-328-8000	M1035L	2002	9193	4UZAABW42CK13540	
Frydler Charter	2050 Glendale Ave.	Sparks	NV	89431	775-331-8887	M1035L	2002	9194	4UZAABW42CK13540	
Harris Air, Inc.	231 N. 1400 East	Logan	UT	84321-4885	435-737-5115	M1035	2002	9195	4UZAABW42CK13540	
Ryan's Express	1837 West Brooks Ave.	N Las Vegas	NV	89430	702-795-7021	M1035	2002	9196	4UZAABW42CK13540	
Roady Bus	1368 CTY 6	LaCrosse	WI	60647	608-785-2349	M1035	2002	9197	4UZAABW42CK13540	
Buco Arrow	4230 S. 52nd St.	Omaha	NE	68117	202-581-8861	M1035	2002	9198	4UZAABW42CK13540	
Holiday Tours	10367 Randelman Rd.	Randelman	NC	27317	336-498-9000	M1035	2002	9480	4UZAABW42CK13540	
Radio Enterprise	2590 Lafayette St.	Santa Clara	CA	95050	408-888-4884	M1035	2002	9481	4UZAABW42CK13540	
Scenic America	5439 Old Alexandria Pike	Warrenton	VA	20137	540-428-7050	M1035	2002	9482	4UZAABW42CK13540	
Holiday Tours	10367 Randelman Rd.	Randelman	NC	27317	336-498-9000	M1035	2002	9483	4UZAABW42CK13540	
Meisters	2330 Vandoren Rd.	Madison	WI	53718	608-249-0353	M1035	2002	9484	4UZAABW42CK13540	
Cardinal Buses	202 E. Windsor	Middlebury	IN	46340	574-825-1418	M1035L	2002	9527	4UZAABW42CK13540	
CCI Leasing	3001 S. Main St.	Salt Lake City	UT	84115	801-488-5001	M1035	2002	9528	4UZAABW42CK13540	
Ram Travel	843 Smith Rd.	Beaumont	TX	77713	409-840-4800	M1035	2002	9529	4UZAABW42CK13540	
Scenic America	5439 Old Alexandria Pike	Warrenton	VA	20137	540-428-7050	M1035	2002	9530	4UZAABW42CK13540	
New World Tours	7920 Galaxie Dr.	Bristow	VA	20136	703-643-6800	M1035	2002	9531	4UZAABW42CK13540	
Ryan's Express	1837 West Brooks Ave.	N Las Vegas	NV	89430	702-795-7021	M1035	2002	9532	4UZAABW42CK13540	
Tower Tours	800 North Point St. STE H108-109	San Francisco	CA	94109-1102	415-673-6800	M1035	2002	9533	4UZAABW42CK13540	
Corporate Connection	177 NW 10th Ave.	FL Lauderdale	FL	33311	854-522-1510	M1035	2002	9534	4UZAABW42CK13540	
Agency Diversified Gr	7415 Whitehall Street, Ste 123	Richland Hills	TX	78118	817-284-7575	M1035	2002	9535	4UZAABW42CK13540	
Country Trails Bus	138 Bauer Rd	Chilton	PA	16214	814-228-8028	M1035	2002	9536	4UZAABW42CK13540	
Royal Trans Co.	401 St. Jean St.	Detroit	MI	48214	313-331-8700	M1035	2002	9537	4UZAABW42CK13540	
New World Tours	7920 Galaxie Dr.	Bristow	VA	20136	703-643-6800	M1035	2002	9538	4UZAABW42CK13540	
Poehler Trans. Serv.	15541-B McGregor Blvd	FL Meyers	FL	33908	239-437-8117	M1035	2002	9539	4UZAABW42CK13540	
Campus Travel	945 9th Ave.	New York	NY	10017	212-683-2624	M1035	2002	9540	4UZAABW42CK13540	
U S Limo	2781 Sanjour St.	Stamford	CT	06905	203-327-9447	M1035	2002	9541	4UZAABW42CK13540	
Cross Country	2480 White Stone/Glendale Rd	Spartanburg	SC	29307	854-280-8000	M1035	2002	9542	4UZAABW42CK13540	
Corporate Travel	2332 E. University Dr. Ste D-105	Phoenix	AZ	85034	602-528-3848	M1035	2003	9543	4UZAABW42CK13540	
Hunt Valley	227 Cocheyville Rd.	Hunt Valley	MD	21036	410-584-7377	M1035	2002	9544	4UZAABW42CK13540	
Royal Trans Co.	401 St. Jean St.	Detroit	MI	48214	313-331-8700	M1035	2002	9545	4UZAABW42CK13540	
Greens Coach	128 Bohannon Ave.	Chattanooga	TN	37745	423-838-4481	M1035	2002	9546	4UZAABW42CK13540	
Skyhawk Tours	143 Webster Ave.	Brooklyn	NY	11220	718-873-0811	M1035	2002	9547	4UZAABW42CK13540	
STS Seaplan	P.O. Box 588203	Spokane	WA	99209	509-335-3780	M1035L	2002	9548	4UZAABW42CK13540	
Texalta Tours	2726 FM 181	Danville	TX	75029	903-485-8488	M1035L	2002	9549	4UZAABW42CK13540	
ABC Company Leasing	1500 30th Street	Faribault	MN	55021	800-222-2878	M1035L	2002	9550	4UZAABW42CK13540	
All Around America	2620 Camino Entrada Ste.C	Santa Fe	NM	87507	480-787-3813	M1035L	2002	9551	4UZAABW42CK13540	
TB & T Charlotte of Peace	10251 NC 700	Pelham	NC	27311	703-944-6708	M1035L	2002	9552	4UZAABW42CK13540	
Central Texas Trails, Inc.	320 S. 16th St.	Waco	TX	76703	254-754-2395	M1035L	2002	9553	4UZAABW42CK13540	
All Around America	2620 Camino Entrada Ste.C	Santa Fe	NM	87507	480-787-3813	M1035L	2002	9554	4UZAABW42CK13540	

Customer Name	STREET	CITY	STATE	ZIP	PHONE NO.	Model	Model Year	ORDER #	Chassis VIN	Chassis Tag
All Aboard America	2520 Camino Entrada Ste.C	Santa Fe	NM	87507	480-797-3813	M1035L	2002	9555	4UZAABW62CK13122	
All Aboard America	2520 Camino Entrada Ste.C	Santa Fe	NM	87507	480-797-3813	M1035	2003	9558	4UZAABW62CK13840	
Sunrise Coach	71500 Rt 25	Greenport	NY	11844	631-477-1200	M1035L	2002	9557	4UZAABW62CK13842	
First Priority	4203 Forestville Rd	District Heights	MD	20747-4721	301-380-3118	M1035L	2002	9558	4UZAABW62CK13118	
Indian Trails	109 East Comstock St.	Owaseo	MI	48867	989-725-5105	M1035L	2002	9559	4UZAABW62CK13847	
All Aboard America	2520 Camino Entrada Ste.C	Santa Fe	NM	87507	480-797-3813	M1035L	2003	9560	4UZAABW62CK13848	
TOPS One	12301 40th St. N	Clearwater	FL	33762	727-598-0377	M1035L	2002	9561	4UZAABW62CK13844	
All Aboard America	2520 Camino Entrada Ste.C	Santa Fe	NM	87507	480-797-3813	M1035L	2003	9562	4UZAABW62CK13845	
Noah's Ark Trans	8721 S. 218th St.	Kent	WA	98031	206-872-7788	M1035	2002	9563	4UZAABW62CK13123	
Sun Travel	843 Smith Rd.	Beaumont	TX	77713	409-840-6800	M1035	2003	9564	4UZAABW62CK13843	
Buses by Bill	1338 Canterville Rd	Dallas	TX	75218	214-328-8000	M1035L	2002	9565	4UZAABW62CK13843	
Aurora Trans	P.O. box 7812	Bonnyville	AB	T8M 2B6	780-838-3880	M1035	2003	9568	4UZAABW62CK13189	
Lancaster Tours	1878 Shelton St.	Lancaster	BC	28720	803-283-4428	M1035	2003	9569	4UZAABW62CK13180	
Buses by Bill	1338 Canterville Rd	Dallas	TX	75218	214-328-8000	M1035L	2002	9568	4UZAABW62CK13842	
Austin Ave Church of Christ	1020 Austin Ave	Brownwood	TX	76801	817-845-0855	M1035	2003	9569	4UZAABW62CK13112	
Lancaster Tours	1878 Shelton St.	Lancaster	BC	28720	803-283-4428	M1035	2003	9570	4UZAABW62CK13108	
F.M. Rustmaster, Inc.	52 Main Rd	Cam	MA	01378	413-383-2585	M1035	2003	10427	4UZAABW62CK13125	
Bonair Coach	103 Division St.	Chaffield	MA	53823	507-867-3410	M1035	2002	10428	4UZAABW62CK13126	
Polymeran Adv. Tours	1048 Kikuyama Pl.	Honolulu	HI	96819	808-533-9800	M1035	2002	10445	4UZAABW62CK13124	
Red Carpet Tours	6800 Canale Ave.	Oklahoma City	OK	73143	405-672-5100	M1035	2003	10484	4UZAABW62CK13035	
River Trails Transit	4349 Industrial Park	Galena	IL	61036	815-777-8580	M1035	2003	10496	4UZAABW62CK13038	
Red Carpet Tours	6800 Canale Ave.	Oklahoma City	OK	73143	405-672-5100	M1035	2003	10498	4UZAABW62CK13033	
Stout's Charter	20 Ivan St.	Trenton	NJ	08638	609-883-8881	M1035	2003	10531	4UZAABW62CK13091	
River Trails Transit	4349 Industrial Park	Galena	IL	61036	815-777-8580	M1035	2003	10632	4UZAABW62CK13080	
Positron Trans. Serv.	15501 E. McDowell Blvd	FL Meyers	FL	33008	239-437-8717	M1035	2003	10633	4UZAABW62CK13085	
Young Trans	843 Riverside Dr.	Asheville	NC	28804	828-258-0084	M1035	2003	10634	4UZAABW62CK13084	
Village Charters	8820 West 21st St.	Wichita	KS	67206	316-721-4455	M1035	2003	10686	4UZAABW62CK13088	
Lancaster Tours	1878 Shelton St.	Lancaster	SC	29720	803-283-4428	M1035	2003	10536	4UZAABW62CK13111	
Alchison Trans	120 Interstate Park	Spartanburg	SC	29303	854-382-1280	M1035	2003	10687	4UZAABW62CK13096	
Indian Trails	109 East Comstock St.	Owaseo	MI	48867	989-725-5105	M1035L	2003	10698	4UZAABW62CK13080	
Colonial Trailways	2521 Halls Mill Rd	Mobile	AL	36608	334-832-4188	M1035	2003	10699	4UZAABW62CK13079	
Colonial Trailways	2521 Halls Mill Rd	Mobile	AL	36608	334-832-4188	M1035	2003	10640	4UZAABW62CK13087	
Indian Trails	109 East Comstock St.	Owaseo	MI	48867	989-725-5105	M1035L	2002	10641	4UZAABW62CK13082	
Indian Trails	109 East Comstock St.	Owaseo	MI	48867	989-725-5105	M1035L	2003	10642	4UZAABW62CK13084	
Village Charters	8820 West 21st St.	Wichita	KS	67206	316-721-4455	M1035	2003	10897	4UZAABW62CK13088	
Young Trans	843 Riverside Dr.	Asheville	NC	28804	828-258-0084	M1035	2003	10898	4UZAABW62CK13085	
River Trails Transit	4349 Industrial Park	Galena	IL	61036	815-777-8580	M1035	2003	10899	4UZAABW62CK13081	
Haymarket Trans.	45580 Shepherd Drive #13	Sliding	VA	20164	703-633-9780	M1035	2003	10610	4UZAABW62CK13082	
ABC Company-NJ	1484 Federal Street	Camden	NJ	08101	800-222-2873	M1035	2004	10811	4UZAABW62CK13083	
Buses by Bill	1338 Canterville Rd	Dallas	TX	75218	214-328-8000	M1035L	2003	10815	4UZAABW62CK13087	
Intermountain	7728 Electronic Dr.	Colorado Springs	CO	80922	719-578-1122	M1035	2003	11410	4UZAABW62CK13081	

**GENERAL
COACH**

AMERICA, INC.

175 GRAHAM RD, P.O. BOX 397, IMLAY CITY, MI 48444 (810) 724-7333 FAX (810) 724-7338

— a **THOR** company —

Attachment 3

SAFETY CAMPAIGN NOTICE

NHTSA Reference Number 03V-458

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Coach America, Inc. (General Coach) has determined that driver's seat tether straps were not installed on certain M1030, M1030I, M1035, and M1035I model buses built in 2002, 2003 and 2004.

During the manufacturing of certain vehicles, the driver's seat tether strap was not installed. The function of the driver's seat tether strap is to secure the driver's seat in the event of a crash. This tether strap must be installed to meet the FMVSS-210 standards.

It has been determined that the vehicle(s) listed above did not have the required tether straps installed to the driver's seat. The straps must be installed as soon as possible to prevent injuries in the case of an accident. Attached is the Service Information Document #SID_2004_013 that describes the steps to add the tether straps. If you do not have the facilities to perform this repair at your location, an authorized General Coach America service center will perform those repairs for you free of charge and will take approximately •7.5 hours to repair. If you need information on the nearest General Coach service center, please call the General Coach Service Center at (810) 724-6474 or toll free at (800) 842-0622.

If you experience difficulties with this procedure or are otherwise unable to comply with this notice, you may contact the Service Department at General Coach, (800) 842-0622. If General Coach is unable to provide assistance for you, you may contact the Administrator of N.H.T.S.A., 400 Seventh Street, Washington, D.C. 20590 or toll free through the Auto Safety Hotline at 1-888-327-4236.

You may be eligible to receive reimbursement for the cost of obtaining a re-notification remedy of a problem associated with this recall. For more information contact General Coach at 1-800-842-0622.

Federal Regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

We apologize for any inconvenience this campaign may cause you. As always our first priority is the safety of the people using our products.

Sincerely,

Dick Cletcher
Service Manager
General Coach America, Inc.