

IC Corporation

RECALL NOTICE

IC CORPORATION RECALL # 03306
NHTSA RECALL # 04V-010

February 2004

Modesty Panel at Front Barriers

Dear IC Corporation Bus Customer (formerly American Transportation Corporation):

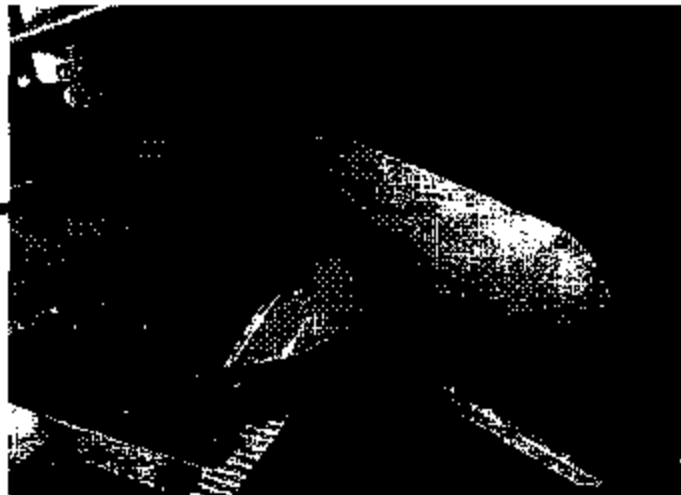
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. IC Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain American Transportation FE™ buses. The Modesty panel mounted under the front seat barriers may be bent out of position, exposing a sharp edge. This could cause personal injury and is considered a **safety issue**.

The affected FE model buses were built from October 14, 1991 through November 06, 2003. The vehicle identified on the enclosed card fits this description and our records show you as the owner of this vehicle. This modesty panel is an option and not included on every bus.

DEFECT DESCRIPTION

The steel modesty panel that is installed under the seat barrier behind the driver seat and behind the entrance door is cutout to clear the wheel well. This cutout allows the lower portion of the panel to be bent out of position leaving a gap between the wheel well and the lower edge of the modesty panel at the cutout area. The edge of the cut out is protected with snake rubber (protective edging). If the snake rubber is knocked off of the edge of the panel, a raw edge is exposed facing down.

Area where
panel may be
bent out of
position.



ACTIONS YOU SHOULD TAKE:

Advise the operators of the subject vehicles of this defect. If the operator detects this defect, the operator should make sure that the snake rubber is in place and have the panel secured by following the repair instructions.

REPAIR PROCEDURE:

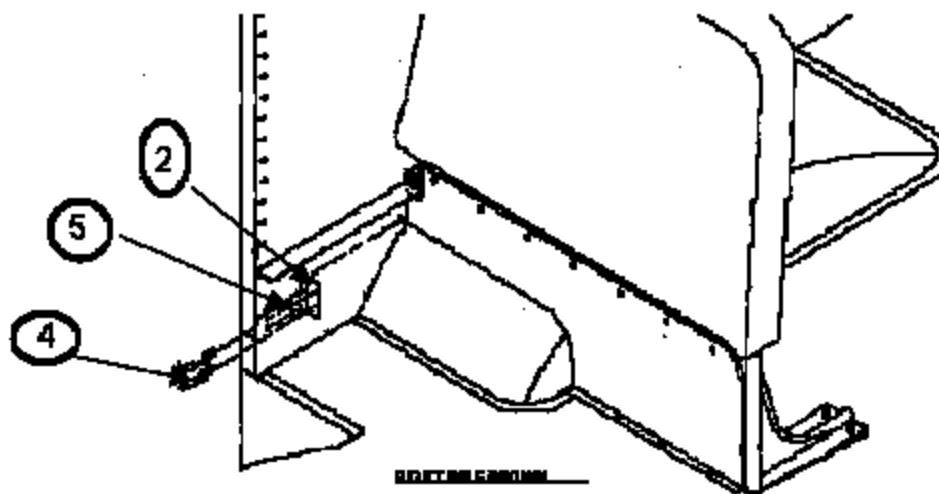
Your dealer will make this correction for you at no cost. Contact your dealer to make the arrangements to repair your unit.

If you desire to make this repair yourself, you may purchase the repair kit from the dealer. When you invoice us for the cost of labor, you may add the cost for the repair kit purchased at your dealer. If for some reason you are unable to obtain the repair kit from your local dealer, you may return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked and we will ship the part directly to you at no charge. Please verify that your shipping address is correct. A Post Office Box (P.O. Box) number for shipping is not acceptable. We must have a street or road address.



To prevent serious eye injury, always wear safe eye protection when you perform vehicle maintenance or service.

This repair procedure involves adding a bracket at the wall to secure the end of the modesty panel. This must be done to the panel on both sides of the bus.



INSTRUCTIONS:

1. Locate the angle (item #2) centered vertically with the end of the panel.
2. Install angle onto wall with two self-drilling screws (item #5).
3. Using a 1/8-inch drill bit, drill two holes through the angle and modesty panel.
4. Fasten angle to modesty panel with two (2) of item #4 –(rivet, pop 1/8")

LABOR:

To add brace to the panel and wall both sides and complete the paper work.

Labor Operation Number	Description	Time (Hours)
A40-03306-1	Install bracket to modesty panels and wall, both sides	0.6

PARTS:

<u>PART NUMBER</u>	<u>PART DESCRIPTION</u>	<u>QUANTITY</u>
8900128R91	FE Modesty Panel Recall Service Kit	1

RECALL CLAIMS:**For Repairs Performed By Customer or Non Authorized Dealers**

To assist in processing the recall, it is important that you provide an invoice with the following information.

Body Serial #: **Vin #:** **Recall Campaign #:** **Facilities Repair Labor rate**
Parts Cost Provide copy of receipt for kit cost if applicable.

All correspondence must be returned to IC Corporation, PO Box 6000, Conway, Arkansas, 72033, Attn: Compliance Department.

WHAT YOUR DEALER WILL DO

Your dealer will repair your vehicle **free of charge** (parts and labor). We estimate that our dealers will have instructions to remedy this defect by February 27, 2004. Please make arrangements with your dealer for repair on a mutually agreed upon date.

REIMBURSEMENT OF REPAIRS COMPLETED PRIOR TO THE RELEASE OF THIS RECALL

If you paid to repair your vehicle for this defect prior to receiving this recall letter, you may be eligible for reimbursement of the repair costs if they were incurred between 3/01/2003 and 3/01/2004. Contact your local dealer, with your original repair documentation and proof of payment, and the service advisor will determine what if any of the repair costs will qualify for reimbursement. International dealers determine what repair costs are eligible for reimbursement. However, if you choose not to work through your dealer, you may submit the enclosed "REQUEST FOR REIMBURSEMENT" form, repair documentation, and proof of payment to:

International Truck and Engine Corporation
Warranty Claim Center Reimbursement Department
P.O. Box 888
Warrenville, IL 60555

IF YOU NEED HELP

If the dealer does not remedy this condition without charge on the mutually agreed upon date, you can obtain assistance by calling IC Corporation's Compliance Department at the toll free number listed below. You may also wish to submit a complaint to the Administrator of the National Highway Traffic Safety Administration if you believe that IC Corporation or its dealer has failed to remedy the vehicle without charge, within a reasonable time, which is no longer than 60 days after you first tender to obtain repair. Submit your complaints to

400 Seventh Street, S.W., Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

If you have questions concerning this notification, please contact an authorized dealer or our Compliance Department at 1-800-843-5615. You may locate your nearest dealer by calling 1-800-993-7686 or you may call our Compliance Department.

We request your prompt attention in the correction of this defect and apologize for any inconvenience it may have caused.

IMPORTANT

In the event you no longer own the vehicle described, please fill in the requested information on the enclosed postage-prepaid card and return it to us. This information will allow us to notify the correct owner.