

VEHICLE RECALL

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

February 2004

All IC Corporation & Affiliate Companies Dealers

SUBJECT: VEHICLE RECALL

Modesty Panel at Front Barriers

IC Corporation has mailed to the affected customers the following notice: 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**.

VEHICLES INVOLVED

The affected FE model buses were built from October 14, 1991 through November 06, 2003. The modesty panel is an option and not included on every bus.

REASONS FOR THIS RECALL

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.



REPAIR PROCEDURE:

The customer was told their dealer would make this correction for them at no cost. Contact your dealer to make the arrangements to repair your unit.

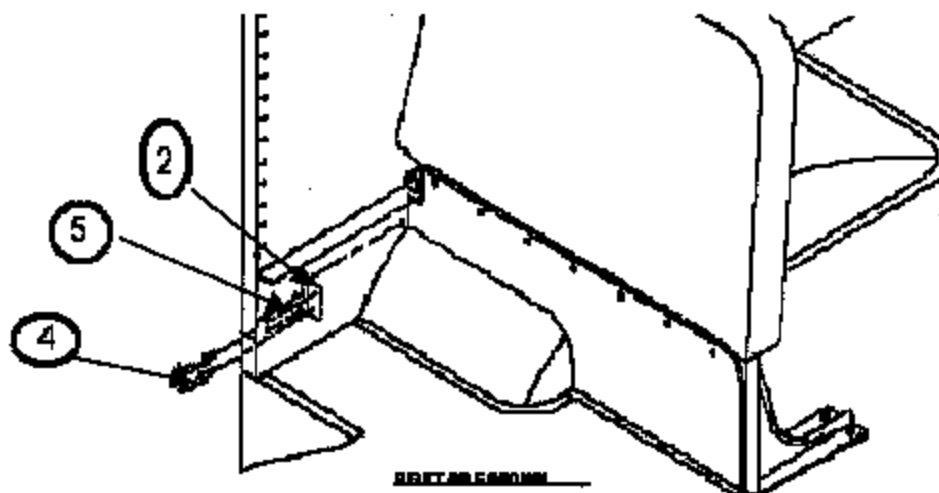
The customer was also told if they desired to make this repair, they may purchase the repair kit from the dealer. If for some reason they are unable to obtain the repair kit from their local dealer, they could return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked and they would be shipped the part directly at no charge.

REPAIR PROCEDURE



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>
8900126R91	FE Modesty Panel Recall Service Kit	1

Dealers should purchase the kits directly from the Parts Depot.

ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)

Proceed immediately to make the necessary corrections to the units in your inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer, or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and/or Authorization for Recall Service cards for those vehicles, the transfer location or the customer must be notified from your dealer location.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to replace an owner's vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair the affected vehicle as soon as possible.

POSSIBLE CUSTOMER REIMBURSEMENT

There may be an occasion when a customer was charged for repairs related to this recall prior to the recall being released. The customer letter contains a statement for the customer to contact the Dealer if they believe they are entitled to reimbursement costs. The Dealer should follow the Customer Reimbursement guidelines in Warranty Policy Letter 03-001G. The Warranty Procedures and Administrative Policies manual (CTS1100) is in the process of being updated to include the information in Policy Letter 03-001G.

RECALL CLAIMS:

For Repairs Performed By 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.

RECALL CLAIMS – Repairs Performed By Authorized Dealers

Refer to the Dealer's Policy Manual for procedures to conduct Recall Campaigns. It is important that the Recall Coding be completed properly to assist in processing the recall claim. Complete Instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44.

GROUP Enter Recall Number

GROUP					NOUN	C	WARR	TF	PAD
0	3	3	0	6		2	40	P	100

NOUN Leave Blank.

C (CAUSE) Enter either 1, 2, or 3.

1. Inspected (No repair required).
2. Inspected and repaired.
3. Defective part from parts stock.

WARRANTY (Warranty Code) Enter 40.

TYPE PART Enter P for type part causing failure.

PAD Enter 100

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make the necessary correction to the units in your inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer, or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or the customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to Safety Recall 03306.

LESSOR RESPONSIBILITY:

Federal Regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

IC Corporation asks for your full cooperation and follow-up to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

POSSIBLE CUSTOMER REIMBURSEMENT:

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