



**IC CORPORATION**

751 SOUTH HARKRIDER, CONWAY, AR 72032

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Mr. George Person  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street, S. W.  
Washington, D.C. 20590

March 24, 2004

**Subject: Safety Recall 04301 NHTSA #04V-097**

Dear Sir:

Enclosed is a copy of the customer recall notice and the dealer letter. These communications to the customers pertaining to the subject recall is being submitted to you within 5 days of issuance as described under 49 CFR Part 573.5 (c) (9).

The customer letter was issued March 23, 2004.

The dealer letter was issued March 16, 2004.

The undersigned should be contacted for any additional information regarding this recall.

Very truly yours,

IC CORPORATION

Robert L. Douglas  
Director of Product Integrity

Enclosures

RECEIVED  
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OFFICE OF THE DIRECTOR  
NHTSA

# VEHICLE RECALL

IC CORPORATION RECALL # 04301  
NHTSA RECALL # 04V-097

March 2004

**All IC Corporation & Affiliate Companies Dealers**

**Title: Special Needs Buses with Treated Plywood Floor**

IC Corporation will be mailing 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/IC Corporation CE, FE and RE model buses. Buses involved with this campaign were built with a treated plywood floor. Chemicals in the treated plywood floor react with the Sur-Loc (Kinedyne) "L" wheelchair track and all makes of wheelchair lift mounting bolts at the floor when moisture is prevalent. This reaction causes corrosion that may reduce the function of the track or the strength of the lift mounting bolts. This could cause personal injury and is considered a safety issue.

## VEHICLES INVOLVED

The affected IC, CE, FE and RE model buses were built from August 12, 2002 through August 19, 2003. The affected features are options and not included on every bus built during this time frame.

## REASONS FOR THIS RECALL

The Sur-Loc "L" track can become corroded which may reduce its ability to support the securement of a wheelchair or a track mounted seat.



**PICTURE OF CORRODED TRACK**



**PICTURE OF USED TRACK BOLT and  
CORRODED LIFT BOLT**

We advised the customer of the following: In most cases, evidence of a white powder forming along the edge of the track will warn the operator that corrosion is taking place. The track picture above is an example of a corroded track that should not be used. IC's Customer Service should be notified immediately when these conditions exist. Also when these conditions exist, the use of the track to secure wheelchairs or seats should be discontinued until the unit is inspected and repaired.

The bolts that secure the lift to the floor of the bus can also be affected by corrosion when used in conjunction with the treated plywood floor. Corrosion damage to these bolts can only be detected by removal and inspection. See above picture for example of corroded lift bolt.

The track and bolts are not affected if the floor is kept dry. Therefore, if the bus is not prone to water leaks, the windows are kept closed during inclement weather, and the floor is cleaned without hosing the floor or using a wet mop, which is not recommended, the chance of corrosion is minimal. If the mounting at the lift at the floor shows any sign of looseness, the mounting bolts should be inspected before the lift is used to assist passengers into the bus. IC's Customer Service should be notified immediately if corroded lift bolts are found on your unit.

#### **REPAIR PROCEDURE:**

Specially trained crews under the control of IC's Field Service Department are making the repairs for this defect at no cost to the customer. They will contact the customer to perform preventive procedures on units without any damage and repair any damaged parts related to this campaign. To support scheduling a time to have a crew work on your units, we have asked the customer to return the "AUTHORIZATION FOR RECALL SERVICE" card with the name and number of the contact person. We also told the customer the contact information may be faxed to (501) 505-2433 to the attention of Kathy Anders or emailed to Kathy at [kathy.anders@ic-corp.com](mailto:kathy.anders@ic-corp.com). Units with the Sur-Loc tracks will require approximately 10 hours of repair time, while those without the Sur-Loc tracks will require approximately 2 to 3 hours. This out of service time must be considered when scheduling the repair. We told the customer if they need to contact IC's Field Service Department before they are contacted, to call 1-800-993-7886-prompt #2.

#### **WHAT YOUR DEALER WILL DO**

IC also told the customer that their dealer has been advised of this defect and the repair is being performed by the trained field crews. You may request your dealer to contact IC's Service Department for you.

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

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.

**ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)**

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.

**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.

# IC Corporation

## RECALL NOTICE

IC CORPORATION RECALL # 04301  
NHTSA RECALL # 04V-097

March 2004

Title: **Special Needs Buses with Treated Plywood Floor**

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/IC Corporation CE, FE™ and RE™ model buses. Buses involved with this campaign were built with a treated plywood floor. Chemicals in the treated plywood floor react with the Sur-Loc (Kinedyne) "L" wheelchair track and all makes of wheelchair lift mounting bolts at the floor when moisture is prevalent. This reaction causes corrosion that may reduce the function of the track or the strength of the lift mounting bolts. This could cause personal injury and is considered a **safety issue**.

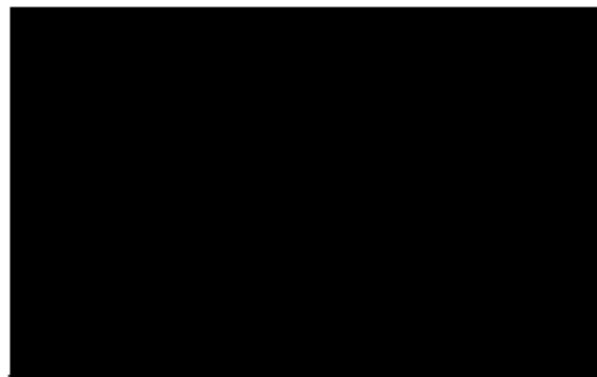
The affected IC, FE and RE model buses were built from August 12, 2002 through August 19, 2003. The vehicle identified on the enclosed card fits this description and our records show you as the owner of this vehicle. The affected features are options and not included on every bus built during this time frame.

### DEFECT DESCRIPTION

The Sur-Loc "L" track can become corroded which may reduce its ability to support the securement of a wheelchair or a track mounted seat. In most cases, evidence of a white powder forming along the edge of the track will warn the operator that corrosion is taking place. The track picture below is an example of a corroded track that should not be used. IC's Customer Service should be notified immediately when these conditions exist. Also when these conditions exist, the use of the track to secure wheelchairs or seats should be discontinued until the unit is inspected and repaired.



PICTURE OF CORRODED TRACK



PICTURE OF USED TRACK BOLT and  
CORRODED LIFT BOLT

The bolts that secure the lift to the floor of the bus can also be affected by corrosion when used in conjunction with the treated plywood floor. Corrosion damage to these bolts can only be detected by removal and inspection. See above picture for example of corroded lift bolt.

The track and bolts are not affected if the floor is kept dry. Therefore, if the bus is not prone to water leaks, the windows are kept closed during inclement weather, and the floor is cleaned without hosing the floor or using a wet mop, which is not recommended, the chance of corrosion is minimal. If the mounting at the lift at the floor shows any sign of looseness, the mounting bolts should be inspected before the lift is used to assist passengers into the bus. IC's Customer Service should be notified immediately if corroded lift bolts are found on your unit.

#### **ACTIONS YOU SHOULD TAKE:**

Advise the operators of the subject vehicle of the possible defects. If the operator detects any of the above defects, the operator should stop using these features and contact the proper authorities for repair.

Some units affected by this campaign had the "L" track and/or lift installed by someone other than IC at the factory; thus, the track and/or lift are not part of the original equipment listed on the line-set ticket for a particular unit. To support this campaign, we ask that if you know that either the "L" track (Sur-Loc only) and/or the lift on your units were not installed at IC's manufacturing facilities, please provide our Compliance Department at 1-800-843-5615 with the equipment information. This will support our field crews in having the proper materials to make repairs, even though IC did not install the equipment.

#### **REPAIR PROCEDURE:**

Specially trained crews under the control of IC's Field Service Department are making the repairs for this defect at no cost to you. They will contact you to perform preventive procedures on units without any damage and repair any damaged parts related to this campaign. To support scheduling a time to have a crew work on your units, please return the "AUTHORIZATION FOR RECALL SERVICE" card with the name and number of the contact person. The contact information may be faxed to (501) 505-2433 to the attention of Kathy Anders or emailed to Kathy at [kathy.anders@ic-corp.com](mailto:kathy.anders@ic-corp.com). Units with the Sur-Loc tracks will require approximately 10 hours of repair time, while those without the Sur-Loc tracks will require approximately 2 to 3 hours. This out of service time must be considered when scheduling the repair. If you need to contact IC's Field Service Department before you are contacted, please call 1-800-993-7686-prompt #2.

#### **WHAT YOUR DEALER WILL DO**

Your dealer has been advised of this defect and the repair being performed by the trained field crews. You may request your dealer to contact IC's Service Department for you.

#### **IF YOU NEED HELP**

If IC 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 has failed to remedy the defect without charge, or 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 our Compliance Department at 1-800-843-5615. You may locate your nearest dealer by calling 1-800-993-7666 or you may call our Compliance Department.

We apologize for any inconvenience this campaign 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.