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04V-492

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OFFICE OF
DEFECTS INVESTIGATION

VEHICLE RECALL

G- 04304
June 2005

SUBJECT: SAFETY RECALL (U.S., EXPORT)
Drivers Seat Pedestal on certain FE Bus models built
between 03-12-1992 and 03-03-2004

DEFECT DESCRIPTION

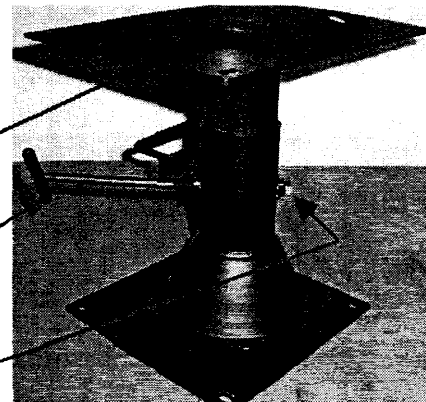
The seats involved in this recall are manufactured by CE White and are mounted on a pedestal type base only. The plate of the upper pedestal mounting of the driver seat pedestal, which provides the mounting surface for the seat, may develop cracks. These cracks could progress to the extent that the seat becomes unstable and distracts the driver, or in some cases the seat could separate from the base. This could possibly result in personal injury or death in the event of an accident.

Figure 1. Typical pedestal base involved in this recall. Location of "T" handle and bolt may vary by build date.

Upper pedestal mounting that is mounted to the seat needs to be replaced.

"T" handle

Guide bolt



MODELS INVOLVED

This recall involves certain FE Bus models built between 03-12-1992 and 03-03-2004.

PARTS INFORMATION

<i>Part Number</i>	<i>Part Description</i>	<i>Quantity</i>
2589628C1	Upper Pedestal	1

SERVICE PROCEDURE



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

Refer to Figure 1 shown previously in the document.

1. Remove the four nuts that mount the seat adjusters to the plate.
2. Lift off the seat making sure that you clear any seat belt parts that may be guided by the seat.
3. Unscrew the "T" handle and guide bolt.
4. While holding the positioning lever in the most upright position, remove the upper pedestal mounting.
5. Insert the new upper pedestal, making sure the guide slot (long vertical slot in the tube) is inline with the guide bolt.
6. Screw the guide bolt back into place.
7. Reinstall the seat assembly removed in step 2, using the nuts removed in step 1. **Make sure** that the seat belt is placed back in the guide if available. The nuts should be **torqued** to 16 to 18 LbF-Ft (21.7 Nm to 24.4 Nm) if dry and 12 to 14 LbF-Ft (16.3 to 18.9 Nm) if oiled.
8. Adjust the seat to desired height and tighten the "T" handle to secure the seat position.
9. Destroy the removed upper pedestal.

End of Service Procedure.

LABOR INFORMATION

<i>Labor Code</i>	<i>Description</i>	<i>Time(hour)</i>
A40-04304-01	Replace upper pedestal	0.5

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

Proceed immediately to make necessary correction to units in 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 customer must be notified **IMMEDIATELY** from your dealer location.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that 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.

However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date. To avoid having to replace an owner vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

During the recall process, a listing of owner names and addresses will be furnished to the involved dealers to enable dealers to follow up with owners and have the vehicles corrected.

You must limit the use of this listing to this campaign because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

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) includes the information in Policy Letter 03-001G.

WARRANTY CLAIMS

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

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP Enter number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
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 necessary correction to units in 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 customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to this recall number.

We ask 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.