

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On September 29, 2009, Coach & Equipment Manufacturing Corp. [MFR] decided that a defect which relates to motor vehicle safety 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 Responsibility and Reports.

Date this report was prepared: October 8, 2009

Furnish the manufacturer's identification code for this recall (if applicable): _____

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Coach & Equipment Manufacturing Corp.
130 Horizon Park Drive, PO Box 36, Penn Yan, NY 14527-0036

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Bryan D. Hickman, President

Telephone Number: (315) 279-1214 Fax No.: (315) 536-0460

Name and Title of Person who prepared this report.

Bryan D. Hickman
President

Signed:

Bryan D. Hickman

RECEIVED
2009 OCT -9 A 5:31
OFFICE OF DEFECTS
REGISTRATION

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Coach & Equipment **Model Years Involved:** 2007 **Model(s):** Phoenix

Production Dates: Beginning: January 2007 **Ending:** January 2007

VIN Range: Beginning: 1FDXE45S96DA85662 **Ending:** 1FDXE45S96DA85662

Vehicle Type: Shuttle Bus **Bodystyle:** Steel body on Ford E450 cutaway chassis

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

This single bus has a Trans/Air air conditioning system in it while all others have Carrier Corp. Air conditioners. Done at request of customer.

Make(s): _____ **Model Years Involved:** _____ **Model(s):** _____

Production Dates: Beginning: _____ **Ending:** _____

VIN Range: Beginning: _____ **Ending:** _____

Vehicle Type: _____ **Bodystyle:** _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ **Model Years Involved:** _____ **Model(s):** _____

Production Dates: Beginning: _____ **Ending:** _____

VIN Range: Beginning: _____ **Ending:** _____

Vehicle Type: _____ **Bodystyle:** _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

We made 80 buses in January, so this bus represents just over 1 percent of that month's production.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
Phoenix	2007	1

Total Number Potentially Affected by the Recall: 1

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: either 100% or 0%, don't know until vehicle is looked at.

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

On September 29, 2009 we received by registered mail a letter from Trans/Air Manufacturing Corp. a telling us of a defect in the electrical system of their air conditioning systems built May 2006 and June 2009. By phone call from their salesman, Mike Bratten, I was told that only One bus was involved, and I confirmed that by looking at our purchasing records and determined that the bus was sold to a retirement community in Maryland, Asbury Solomon Island. We pulled the file on the particular bus and determined that indeed this bus had a Trans/Air system in it. All the other buses we have made in the past 5 years have had Carrier air conditioning systems, which is our standard.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The defect is in a relay board and the crimped wires coming to it supplied by Trans/Air to us.

Three conditions may cause problems, loose screws making a poor wire connection, poorly

Crimped wires, or debris deposited on the board. Any of these could cause electrical arcing

That could lead to overheating and possibly fire.

Describe the cause(s) of the defect or noncompliance condition.

This is a manufacturing defect at our supplier.

Describe the consequence(s) of the defect or noncompliance condition.

If the bus in question has poorly crimped or screwed connections or debris, overheating or

A fire could result in the bus.

Identify any warning which can (a) precede or (b) occur.

I do not know for sure, but presumably there might be a smell of melting insulation or smoke.

The only way to check the condition is to examine the relay board.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Trans/Air Manufacturing Corp. 480 E. Locust Street, PO Box 70, Dallastown, PA 17313

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Jeffrey Kochenour is the knowledgeable representative

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

- 6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.**
- 7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.**

Notice of the defect was received by registered mail from Trans/Air Manufacturing Corp. on
September 29, 2009. A draft recall letter, following the instructions sent me by Trans/Air was
Composed on October 2, 2009 and e-mailed to Trans/Air and to NHSTA at rmd.odi@dot.gov.
A search of our records on the same day revealed that only one bus is involved, so the proposed
Letter is addressed to them. On October 8, 2009 I received a reply from NSHTA telling me to fill out this
report and I am doing so now. I would like to notify the customer as soon as possible to
Preclude an accident.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Trans/Air Manufacturing Corp. has offered a remedy, already submitted to NSHTA, to have one
Of their service representatives check the bus at no cost to the end user and repair it if the defect
Is present.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

The remedy is for a Trans/Air service person to examine the bus to see if the defect exists. If it Does, the remedy is to install a new relay board with new wires and Torx type screws and then to fit a cover over the board so no debris can accumulate. The whole repair takes less than one hour. If the customer prefers to do it himself, a kit will be supplied with instructions.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The remedy component has a cover on it, uses Torx type screws and has properly crimped wires.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

We are not using Trans/Air air conditioning units, so the production remedy occurred with the Very next bus we built and has not recurred.

VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

The recall schedule is to send the letter out as soon as it is approved by NSHTA. I will also phone the customer today, October 8, 2009 to assure that the end user knows the letter is coming, is aware of how to get Trans/Air to do the remedy, and realizes the urgency of having the relay board inspected and remedied if necessary. We

will also remain in contact with Trans/Air to be sure the remedy occurs quickly. Presumably the remedy will be completed in October 2009 or early November at the latest, assuming quick approval of my letter by NSHTA.

VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.



Received 9/24/09

Dear OEM

9/17/09

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

Trans/Air Manufacturing has decided that a defect, which relates to motor vehicle safety exists in the Trans/Air EC2.0, 2.5 & 3.0 electrical systems installed between May 2006 and June 2009. The electrical systems in question are typically installed in school and transit type commercial buses. These systems include a relay board with a 12-position terminal strip with screws mounted to a pc board. Trans/Air has concluded that the relay boards present a risk of overheating under any of the following three conditions: loose screws due to improper torquing; poor wire connections due to improperly crimped terminals; or debris deposited on the EC board. These can result in electrical arcing and overheating of the EC board. In the worst case scenario, such arcing and overheating can result in a fire.

Trans/Air will be instituting a Mandatory Safety Corrective Action Program for this product.

You Must Notify NHTSA & Conduct a Safety Recall: According to our records, affected units were purchased by your company. If those units were installed as original equipment on vehicles manufactured at your facility, and you agree that they contain a safety defect, your company must notify the National Highway Traffic Safety Administration (NHTSA) within 5 business days and conduct a safety recall of those vehicles. It is critical that the NHTSA guidelines are followed in a timely manner and that your customers are notified to discontinue the use of the EC2.0/2.5/3.0 climate control electrical system until they schedule a time for you to repair the vehicle. You may contact the NHTSA with questions by sending an email to rmd.odi@dot.gov.

To help you comply with your obligation to issue a safety recall of the vehicles that contain an affected EC2.0/2.5/3.0 climate control electrical system, we have attached samples of a dealer service bulletin and a sample letter to dealers, which should facilitate your notification to dealers and owners of the recall and the required repairs and service procedures. Although we have provided these samples to you for your convenience, you must submit drafts of your version of these notices to NHTSA for approval at least 5 days prior to mailing such notification to dealers and owners of potentially affected EC2.0/2.5/3.0 climate control electrical system.

Important: Dealer notification by Certified Mail is required by Federal law for all safety recalls. Responsible dealership personnel should be instructed to sign for this Certified mail without hesitation as it contains urgent safety recall information. Notifications to owners of potentially affected vehicles are by first class mail. Please be advised that the outside of each envelope containing an owner notification letter must be marked "SAFETY RECALL NOTICE" all in capital letters, either in boldface or underlined, and in type that is larger than that used in the address section. A sample of the envelope must be submitted to NHTSA for approval at least 5 business days before mailing to owners.

IMPORTANT: Some of the vehicles affected may still be in your inventory. Federal law requires you to complete the recall service on these vehicles before delivery. Trans/Air Mfg. will provide replacement or repair for these units prior to delivery to your customers.

Trans/Air Mfg. Inc.



Trans/Air Manufacturing Corp. is an ISO 9001 registered firm committed to providing world class climate control products and services to the bus and commercial vehicle markets.

FM 39947

Transportation Climate Control Systems

480 E. Locust Street • P.O. Box 70 • Dallastown, Pennsylvania 17313 • USA • Phone: 717-246-2627 • Fax: 717-244-7088
e-mail: Trans-Air-Lehnert@worldnet.att.net • website: <http://www.transairmfg.com/>

SAFETY RECALL NOTICE

Date:

Dear Customer:

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

Trans/Air Manufacturing has decided that a defect, which relates to motor vehicle safety exists in the Trans/Air EC2.0, 2.5 & 3.0 electrical systems installed between May 2006 and June 2009. The electrical systems in question are typically installed in school and transit type commercial buses. These systems include a relay board with a 12-position terminal strip with screws mounted to a pc board. Trans/Air has concluded that the relay boards present a risk of overheating under any of the following three conditions: loose screws due to improper torquing; poor wire connections due to improperly crimped terminals; or debris deposited on the EC board. These can result in electrical arcing and overheating of the EC board. In the worst case scenario, such arcing and overheating can result in a fire.

Our records indicate that you have operating in your fleet one or more vehicles equipped with the above referenced electrical system. Trans/Air is instituting a Mandatory Safety Corrective Action Program. You must complete this mandatory Trans/Air safety recall program regardless of how your Trans/Air air conditioning system is operating and even if you believe your system was properly installed.

Trans/Air will inspect all EC system relay boards already installed on buses or other commercial vehicles. This inspection will ensure that the board is properly installed. As part of this effort, Trans/Air will also replace all existing terminal-strip screws with new torx head screws containing a self-locking mechanism. Instructions will be provided to torque the screws to the proper torque specification. All EC board terminals will be inspected and replaced if improperly crimped. All EC boards will be inspected for foreign material deposited on the board and cleaned if necessary. Trans/Air will add a diode and a protective cover to each EC3.0 relay board. Finally, Trans/Air will also provide a protective cover with warning label to be installed over the terminal strip.

This program is being provided to all end users at no charge. The attached notification details the VIN #'s of the buses in your fleet, which will require correction. Arrangements to have this service performed, which normally takes approximately 60 minutes per board, can be scheduled after _____, by calling your nearest Trans/Air Service Point which is included on the attached list.

If you wish to install the kit yourself, detailed instructions are included with the attached Service Bulletin number 09-002. Please notify Trans/Air Mfg. for our records. Or, if you wish you may e-mail the information to us at jkochenour@transairmfg.com, or lstaley@transairmfg.com.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, D.C., 20590, or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if your service center fails to repair or is unable to remedy this condition without charge or within a reasonable time.

Should you require assistance or have any questions in reference to this Corrective Action Program, please do not hesitate to contact the Trans/Air Warranty and Service Center @ 1-800-673-2446.

Sincerely,

Mark Slobodian
Vice President

Enclosure: Service Bulletin # 09-002

Dear OEM Dealer,

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

Trans/Air Manufacturing has decided that a defect, which relates to motor vehicle safety exists in the Trans/Air EC2.0, 2.5 & 3.0 electrical systems installed between May 2006 and June 2009. The electrical systems in question are typically installed in school and transit type commercial buses. These systems include a relay board with a 12-position terminal strip with screws mounted to a pc board. Trans/Air has concluded that the relay boards present a risk of overheating under any of the following three conditions: loose screws due to improper torquing; poor wire connections due to improperly crimped terminals; or debris deposited on the EC board. These can result in electrical arcing and overheating of the EC board. In the worst case scenario, such arcing and overheating can result in a fire.

Trans/Air will be instituting a Mandatory Safety Corrective Action Program for this product. According to our records, affected units were purchased by your company. Trans/Air Mfg will conduct a safety recall of those vehicles. It is critical that the NHTSA guidelines are followed and that your customers are notified in a timely manner. Trans/Air will produce and mail the notifications utilizing information from our warranty database; however, in some cases you will be contacted for your assistance in identifying the end users. Notifications to End Users of potentially affected vehicles are by first class mail.

To help comply with our obligation to issue a safety recall of the vehicles that contain an affected EC2.0/2.5/3.0 climate control electrical system, we have attached samples of a service bulletin and a sample letter to owners of potentially affected vehicles, which will facilitate our notification to owners of the recall and detail the required repairs and service procedures. .

IMPORTANT: Some of the vehicles affected may still be in your inventory. Federal law requires the Dealers to perform the recall service on these vehicles before delivery. Trans/Air Mfg. will provide for the repair of these units prior to delivery to your customers.

You may contact the NHTSA with questions by sending an email to rmd.odi@dot.gov. If you have any questions for Trans Air, please contact our Warranty Department at 800-673-2446, ext 268.

Thank you for your assistance in implementing this program.



Trans/Air
Manufacturing Corp.

SERVICE BULLETIN

Number: **09-002**

Date: **9/18/09**

EC Series Electrical System Mandatory Product Improvement

Based on information gathered from the field, Trans/Air Manufacturing has learned of poor installation practices from aftermarket installers. The issues that we have found are directly related to the EC series electrical system only.

Trans/Air has concluded that if installers fail to follow Trans/Air installation instructions and/or comply with accepted good installation practices, the EC boards present a risk of overheating under any of the following three conditions: loose screws due to improper torquing; poor wire connections due to improperly crimped terminals; or debris deposited on the EC board. These improper installation practices can result in electrical arcing and overheating of the EC board. In the worst case scenario, such arcing and overheating can result in a fire.

Trans/Air Manufacturing maintains a policy of continuous improvement of our products and services. In keeping with this philosophy, Trans/Air is issuing Mandatory Product Improvement 09-002, to address the following key areas of concerns in the aftermarket installation of Trans/Air EC series electrical Climate Control Systems.

Trans/Air has developed a product improvement kit p/n 5031234 for EC2.0 & EC2.5 and kit p/n 5031233 for EC3.0

If you have a vehicle with an EC series electrical system, an inspection of the EC2.0/2.5 relay board(s), the replacement of EC3.0 relay boards, and the addition of the product improvement kit should be conducted as follows:

1. Crimps on the wires going to the terminal strip of the relay board should be uniform and tight. There should be no bare wire visible between the wire insulation and the terminal, and strands flush with terminal barrel. (Fig 1 & Fig 2)
2. All terminals attached to the terminal strip on the relay board should be a ring type terminal. Spade or other type terminals should not be present.
3. All screws on the terminal strip should be replaced with the Torx type screw, supplied in the product improvement kits for EC2.0, EC2.5 & EC3.0, and ***MUST BE*** torqued to 18 in/lbs. (a torque screwdriver is available on a loan basis, from Trans/Air) (Fig 3)
4. EC2.0/2.5 - Inspect the board overall. Look for any discoloration or evidence of heat. Inspect the area in front of, and above the EC2.0/2.5 relay board. If there are any refrigerant hoses laying against the board or directly above the board, please contact Trans/Air for a relay board cover to eliminate any chance of condensate contacting the relay board. Hoses that may be near the board must be secured properly, to eliminate movement toward the relay board.

5. EC3.0 - To provide additional protection from high resistance shorts caused by conductive material on the EC3.0 relay board, Trans/Air has developed a product improvement kit (p/n 5031233) that includes all components of the EC2.0/2.5 kit plus a diode, and protective cover assembly. Replace board with board provided in kit. **Old Board Must Be Returned.** (Call 800-673-2446 Ext268 for RMA #) RMA number must be written on outside of box. Send UPS or Fed Ex ground, and add shipping to your claim/invoice. Send to: Trans/Air Mfg, 480 E. Locust St., Dallastown, PA 17313
6. Inspect the wiring harness going to the relay board. Is it secured properly? It should not be pulling on the terminals, but should be supported enough so that it does not move or vibrate.
7. Some aftermarket installers have used the relay board assembly as a template to drill the mounting holes for that board. This could result in metal chips or shavings falling on the board and causing a high resistance short. Inspect the board for any conductive debris that may have fallen on the board. Blow the board off using compressed air to eliminate any debris that may have been missed.
8. The kit includes a terminal strip cover with an affixed warning label. Install the terminal strip cover onto the terminal strip.

Trans/Air Product:

All EC2.0/2.5/3.0 electrical systems shipped between 5/2/06 and 7/1/09

Symptoms:

High resistance short. Overheat condition, smoke, possible ignition source.

Probable Cause:

Conductive material on relay board. (Metal shaving etc.) Loose wire terminal screws at the relay board, or improper crimps

Corrective Action:

Execute items 1 – 8 contained in Service Bulletin 09-002, utilizing kit # 5031234 for EC2.0/2.5, or kit # 5031233 for EC3.0

NOTE: EC3.0 BOARD MUST BE RETURNED TO TRANS/AIR.

(Call 800-673-2446 for RMA number)

Compensation:

Special authorization code:

EC2.0/2.5

E-09-A flat rate 45 minutes per board.

EC3.0

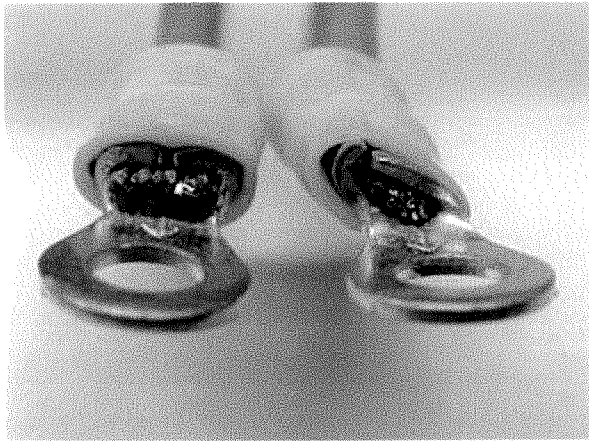
E-09-B flat rate 75 minutes per board.

Authorization:

Lin Staley, Technical Services Manager

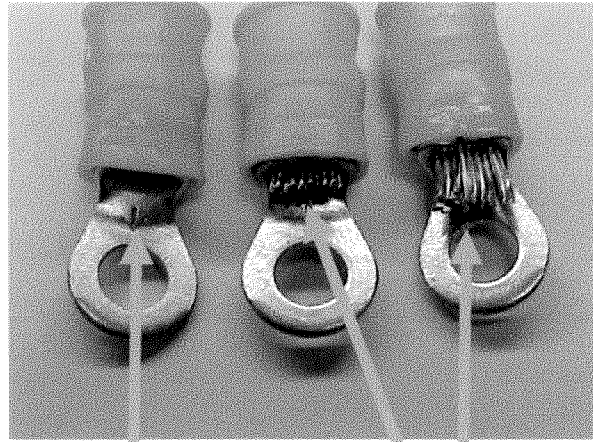
Distribution:

E – All



Correct Position

Poor Position In Crimper



Correct

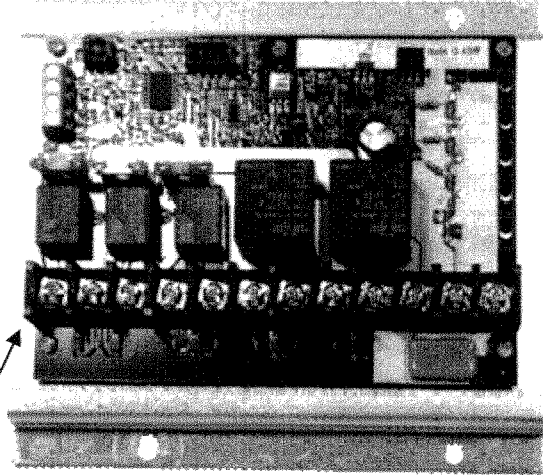
Poor Wire strands Too long

Fig 1



Poor Crimp

Fig 2



Torque all Torx type screws to 18 in/lbs

Fig 3



Fig 4

Heat discoloration of a poor (loose) crimp

After retrofit is completed, please submit claim (detailed invoice) including VIN to:

Trans/Air Mfg
Warranty Department
480 E. Locust St. PO Box 70
Dallastown, PA 17313

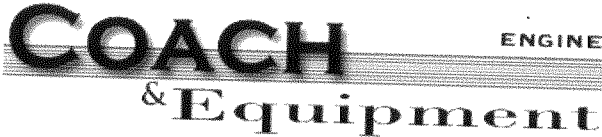
Claim must be submitted (and old EC3.0 board returned, if applicable) within 30 days of repair.

OR

Claim can be submitted within 30 days on-line, at the Trans/Air website: ***transairmfg.com***
(board must still be sent to Trans/Air within 30 days)

For questions, please call Trans/Air Mfg. at 800-673-2446

Jeff Kochenour	Ext. 226	jkochenour@transairmfg.com	(Warranty Manager)
Jen Wagner	Ext. 267	jwagner@transairmfg.com	
Wendy Kuhn	Ext 225	wkuhn@transairmfg.com	
Amy Leisenring	Ext. 262	aleisenring@transairmfg.com	



ENGINEERED LIKE NO OTHER SMALL BUS

STREET SMART SINCE 1895

130 Horizon Park Drive, PO Box 36, Penn Yan, NY 14527-0036 (315) 536-2321

SAFETY RECALL NOTICE

October 2, 2009

Bus Fleet Manager
Asbury Solomons Island
11100 Asbury Circle
Solomons, Maryland 20688

Dear Customer:

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

Coach & Equipment Manufacturing Corp. has determined that a defect relating to motor vehicle safety exists in **the electrical system of the Trans/Air air conditioner** installed in your bus. This system includes an electrical relay board with a 12-position terminal strip with screws mounted to an EC board. Trans/Air has informed us that the relay boards present a risk of overheating under any of the following three conditions: loose screws due to improper torquing; poor wire connections due to improperly crimped terminals; or debris deposited on the EC board. Any of these can result in electrical arcing and overheating of the EC board. In the worst case scenario, such arcing and overheating **can result in a fire.**

Our records show that you have one bus operating in your fleet with the above referenced electrical system. Trans/Air is instituting a Mandatory Safety Corrective Action Program. You must complete this mandatory Trans/Air safety recall program regardless of how your Trans/Air air conditioning system is operating and even if you believe your system was properly installed.

Trans/Air will inspect all EC system relay boards installed on buses. This inspection will insure that the board is properly installed. As part of this effort, Trans/Air will also replace all existing terminal strip screws with new torx head screws containing a self-locking mechanism. Instructions will be provided to torque the screws to the proper torque specification. All EC board terminals will be inspected and replaced if improperly crimped. All EC boards will be inspected for foreign material deposited on the board, and cleaned if necessary. Finally, Trans/Air will also provide a protective cover with a warning label to be installed over the terminal strip.

This program is being provided to all customers at no charge. **The VIN number of the bus in your fleet requiring correction is 1FDXE45S96DA85662.** This is a Coach & Equipment Phoenix bus on a Ford E-series chassis. Arrangements can be made to have this service performed, which normally takes approximately 60 minutes, by calling your nearest Trans/Air service point whose location and contact information can be obtained by calling the Trans/Air Warranty Department at 1-800-673-2446, ext 268.. If you wish to install the kit yourself, detailed instructions are included in the attached Service Bulletin number 09-002. Please notify Trans/Air Manufacturing and Coach & Equipment for our records. Or if you wish, you may e-mail the information to the two companies at Istately@transairmfg.com or jkochenour@transairmfg.com, and bhickman@coachandequipment.com.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington D.C. 20590, or call the toll-free Auto Safety Hot Line at 10888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if your service center fails to repair or is unable to remedy this condition without charge or within a reasonable time frame.

Should you require assistance or have any questions in reference to this Corrective Action Program, please do not hesitate to contact the Trans/Air Warranty and Service Center at 1-800-673-2446.

Sincerely,



Bryan D. Hickman
President

Enclosure: Service Bulletin #09-002

9317

ASBURY Solomon Island

TransAir WARRANTY REGISTRATION REPORT
Manufacturing Corp. 480 East Locust Street • Dallastown, PA 17313 • 717/246-2627

1 | UNIT INFORMATION:

END USER NAME _____ TELEPHONE _____
()

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

BUS DEALER NAME _____ TELEPHONE _____
()

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

2 | UNIT INSTALLED BY:

COMPANY NAME Coash & Equipment Mfg. Corp. BUSINESS - TELEPHONE 315 536-2321

ADDRESS 130 Horizon Park Dr. COUNTRY _____
Penn Yan, NY 14527

CITY (315) 536-2321 | STATE - PROVINCE - TERRITORY | POSTAL CODE _____

BUS MFG. & MODEL Ford

AIR CONDITIONING UNIT MODEL _____
T/A - _____

BUS VIN 1FDXE45896DA85662

T/A SALES ORDER # _____ BODY # _____

WE CERTIFY THAT THIS UNIT HAS BEEN INSTALLED AND INSPECTED IN ACCORDANCE WITH TRANS/AIR FACTORY SPECIFICATIONS AND PRE-DELIVERY SERVICE REQUIREMENTS.

DATE OF INSTALLATION 1:7:07
USE NUMERALS ONLY

AUTHORIZED SIGNATURE x [Signature] BUSINESS TITLE (TYPE OR PRINT) A.C. Tech

3 | COMPONENT SERIAL NUMBERS:

EVAPORATOR <u>E10681024</u>	EVAPORATOR <u>E</u>	EVAPORATOR <u>E</u>
CONDENSER <u>C10681024</u>	CONDENSER <u>C</u>	ENGINE ASSEMBLY <u>P</u>
COMPRESSOR <u>05998911670</u>	COMPRESSOR	
MOUNT KIT PART NUMBER	REVISION LEVEL	

INSTALLER NOTE:

1. FILL IN THIS COPY WITH TYPEWRITER OR BALL PEN. PRESS HARD.
2. RETAIN THIS COPY FOR YOUR RECORDS.
3. MAIL PRE-REGISTRATION TO TRANS/AIR.
4. REMAINING COPIES MUST ACCOMPANY VEHICLE FOR USE UPON FINAL DELIVERY TO END USER.

FORM 002322 REV C 3-1-00

INSTALLER'S COPY