

RECEIVED

By Recall Mgt Div. at 10:23 am, Nov 30, 2009



Product Recall

To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 09V-287 – Emergency Exit Windows Binding

Date: November 5, 2009

Enclosed are copies of the customer notification letter and the repair procedures for Recall 09V-287. This recall involves certain MVP-EF and HDX model buses manufactured between October 30, 2008 and March 25, 2009. The defect involves the emergency exit push-out windows. The emergency exit push-out windows may be installed without proper shimming potentially resulting in binding of the window.

This is a universal notification sent to all dealers. You may or may not have customers in your area affected by this recall. If owners in your area are subject to this recall, we have enclosed a printout listing those customers' names and addresses. If there is not a printout enclosed according to our records there are no units in your area involved. **If you have a printout and any of the units on it are still in your possession it is your responsibility to ensure the recall is performed before the unit is delivered to the customer.**

The remedy will consist of changing the window(s) from egress to non-egress or one of five different procedures according to the required repair. The labor allowance is .5 per window for egress to non-egress (SRT 90-92); .2 per window for Procedure 1 Handle releases, window does not release (SRT 90-93); .5 per window for Procedure 2 Window Latch will not fully engage (SRT 90-94); .5 per window for Procedure 3 Handle Requires Excessive Force to Unlatch (SRT 90-95); .2 per window for Procedure 4 Damaged Release Handle (SRT 90-96); 1 hour per window for Procedure 5 Correct Opening Size and Frame Clearance (SRT 90-97). Your Thomas Built Bus District Service Manager will be contacting you to arrange for parts delivery. **DO NOT ORDER PARTS until you have spoken to your DSM.**

Thomas Built Buses has elected to notify all customers directly. Your customers will be contacting you to schedule an appointment for repairs. Reimbursement for labor, (if requested) may be obtained by filing a warranty claim.

If you know of any customers who own or operate a Thomas bus in this recall, whose name and address is NOT listed or is INCORRECTLY listed on the enclosed printout, please promptly notify Thomas Built Buses of that additional information in writing. Thank you for your cooperation and assistance.

Tracy

Enclosures: Customer Letter Repair Procedure Printout (if applicable)



November 12, 2009

Recall 09V-287

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built Buses, Inc. has decided that a defect which relates to motor vehicle safety exists on certain MVP-EF and HDX model buses manufactured between October 30, 2008 and March 25, 2009. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the emergency exit push-out windows. The emergency exit push-out windows may be installed without proper shimming potentially resulting in binding of the window. In the event of an emergency evacuation, improperly operating emergency exit window may delay evacuation and increase the risk of personal injury to vehicle occupants.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this defect without charge. The remedy will consist of changing the window(s) from egress to non-egress or one of five different procedures according to the required repair. It will take approximately up to 1 hour per window according to which procedure is needed. To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.

In addition to being used to verify repair completion, the postcard must be completed and returned if the vehicle does not need repair, if you no longer own the vehicle, or the vehicle identified on the postcard has been exported, stolen, or destroyed/totaled. Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Customer Support office at (336) 889-4871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com.

If the defect is not remedied without charge and within a reasonable time which is not longer than 60 days after you tender the vehicle for repair, also please contact the Customer Support Office at (336)889-4871. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or phone the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario or phone (613)993-9851

Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure



RECALL #09V-287
EGRESS TO NON-EGRESS

REPAIR PROCEDURE

MODEL: HDX, MVP-EF
SUBJECT: TRANSIT PUSH-OUT WINDOW, EGRESS TO NON-EGRESS
DATE: NOVEMBER 5, 2009
PAGE: 1 OF 6

IMPORTANT: READ ENTIRE PROCEDURE BEFORE BEGINNING.

Below is the Hehr procedure for changing an EGRESS window to a NON-EGRESS window. This procedure is only to be done at window locations where Emergency Escape or Push-out windows are not required. The windows at the required Emergency locations are to remain operational. A required parts list is provided at the end of this document.

Introduction

The following procedure explains how to modify a full slider egress window so that it is no longer an egress window. The procedure explains how to remove all the egress latch components and the switch that detects an open window. It then describes how the window is secured closed with plastic spacers and screws. For windows 30", and over, in width (order size), three (3) spacers and screws are required. For windows less than 30" wide only two (2) spacers and screws are required. Once a window is modified per this procedure, it will meet the requirements of FMVSS 217 for a stationary (non-egress) window. This has been tested and verified by Hehr Corporate Engineering in Los Angeles. This procedure can be done on a window mounted in a bus sidewall. It is not necessary to remove the window from the vehicle.

All of the parts described in this procedure are shown in **Figure 1**. The balloon numbers are used in the procedure. These same balloon numbers are used in the Bill of Material for this model window. Some of the windows purchased by Thomas are what we call "specials", or "Serial Number" windows. There are some differences between these special windows and the standard models, but these differences are not in the latch system. The drawing found on page 6 of this document shows a section through the bottom of the window with the latch parts removed and the added screws that secure the window closed.

Step 1- Unlatch the window and prop it open at about 45°. This can be done with a piece of wood of a suitable size and length.

Step 2- Review Figure 1.

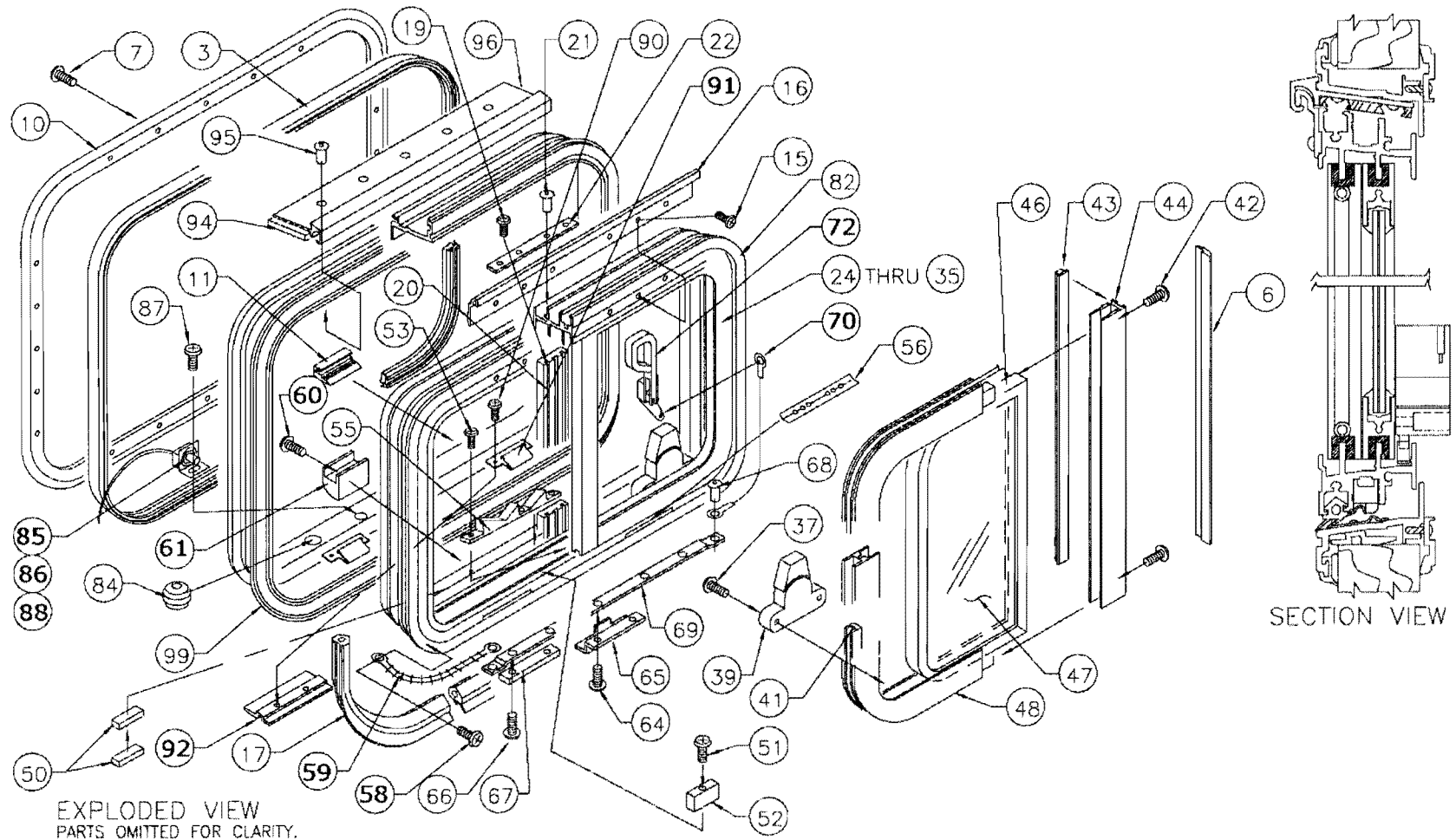


FIGURE 1

- 2.1 The Latch Bar assembly should be exposed across the bottom of the opened inner window frame. **Figure 2**

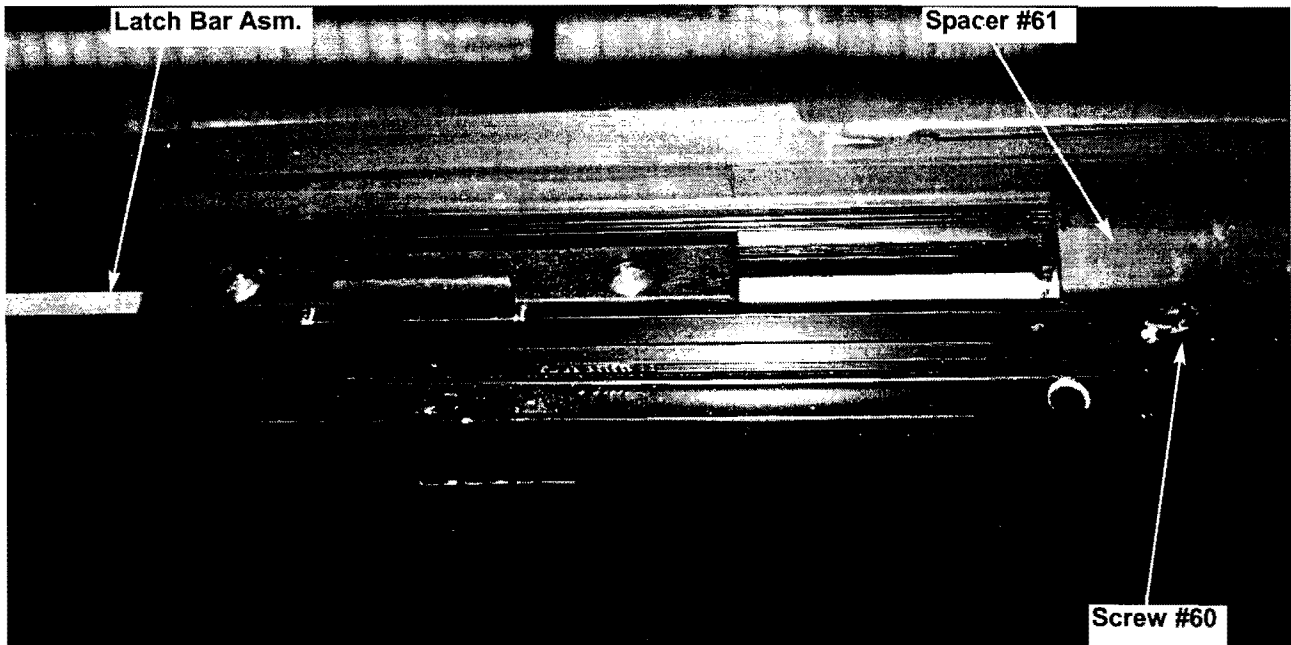


FIGURE 2

- 2.2 Remove screw (#58), which secures spring (#59) to the Inner Frame. (**Figure 3**) Disconnect the cable (#70) from the egress handle. **Figure 4**
- 2.3 Remove screws (#60), which secure Spacers (#61), which in turn straddle the Lock Bar assembly. (**Figure 2**) It is now possible to remove the Latch Bar assembly from the inner window frame. After the Lock Bar assembly is removed, replace the 2 or 3 Spacers (#61) and screws that secure them. They are needed to center the Inner Frame in the Back Frame in the closed position. **Figure 2**

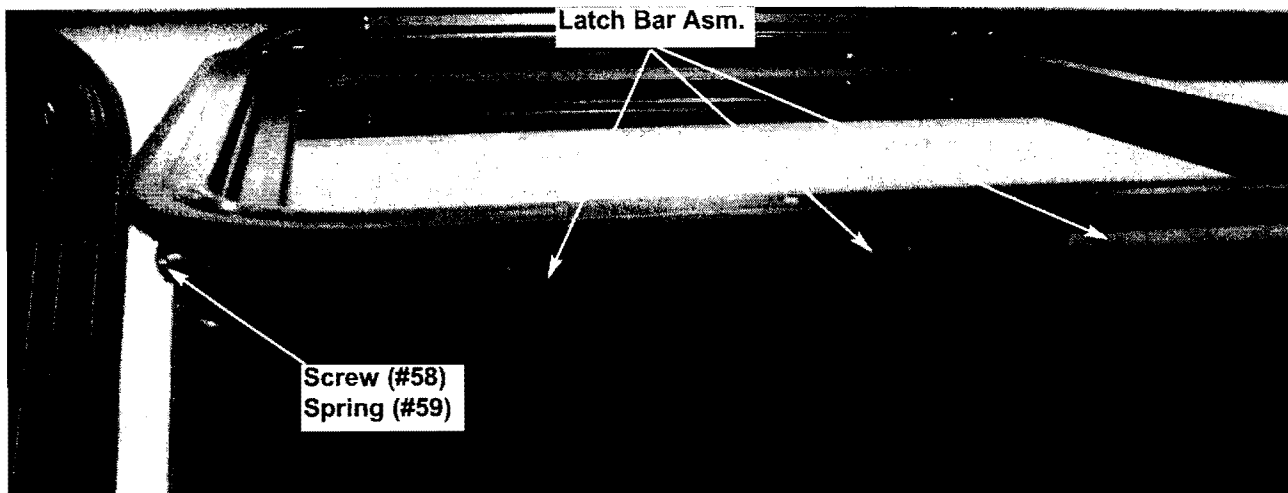


FIGURE 3

Step 3- Remove the egress handle (#72) and any labels on the glass or window frame that identify the window as an egress window and give instructions on how to open it. There are two (2) screws (not shown on the drawing) that secure the egress handle from the outside edge of the Inner Frame.

Figure 4

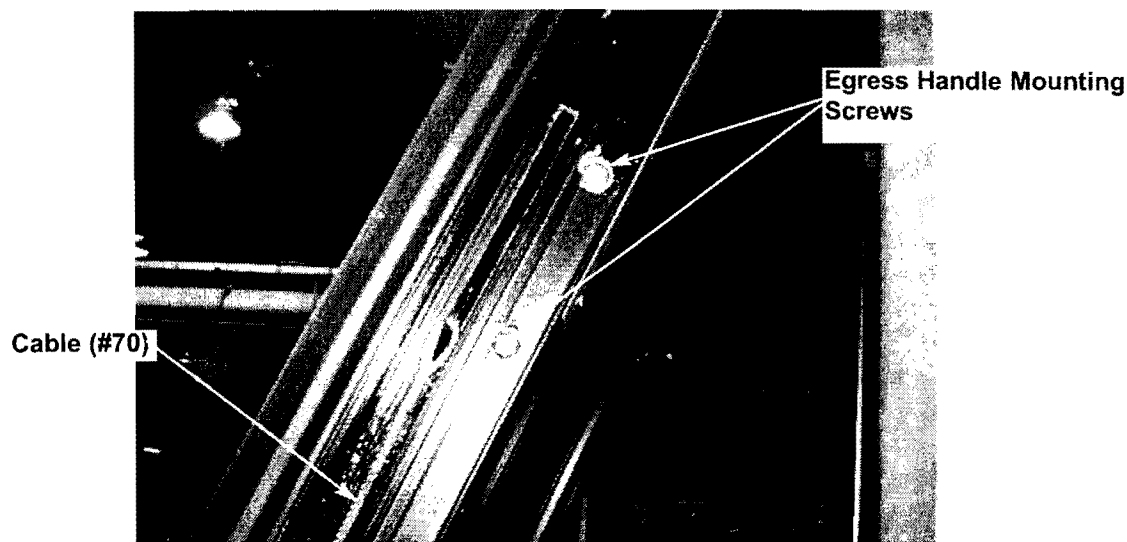


FIGURE 4

Step 4- Remove the Lock Springs (#91) from the bottom of the window Back Frame secured with screws (#90). (Figure 5) These screws (2 in each Lock Spring) are threaded into Spacer Block (#92) on the outside of the Back Frame. Since the Spacer Blocks are on the outside of the Back Frame they cannot easily be removed. Either simply replace the screws that held the Lock Springs to fill the screw holes, or use Manus-Bond to fill the holes so water will not run through the holes and get inside the bus sidewall.

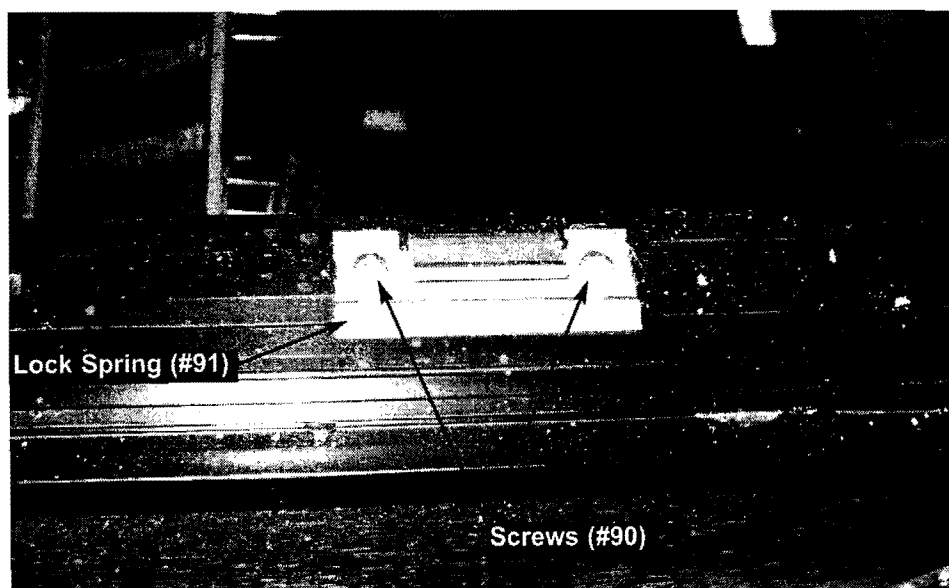


FIGURE 5

Step 5- Remove the switch and bracket (#85, #86, & #88). Cut the two (2) wires from the switch and insulate the ends so the wires cannot short against each other, or to any metal. Again, use Manus-Bond to fill all holes so water does not leak through them to the inside of the bus sidewall.

Step 6- Open and close the window and verify that it seats properly when closed in the Back Frame opening. If it closes properly, it is ready to be secured closed.

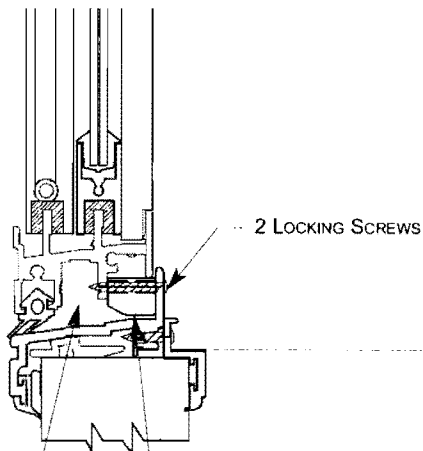
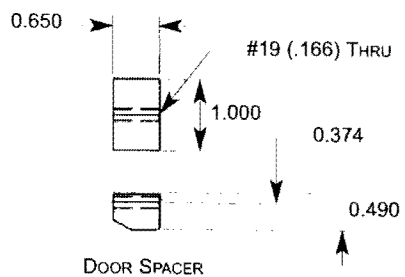
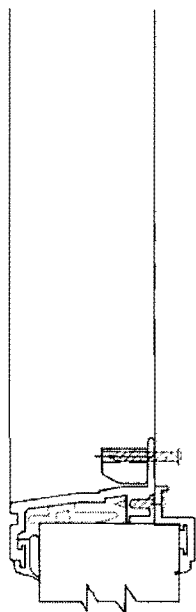
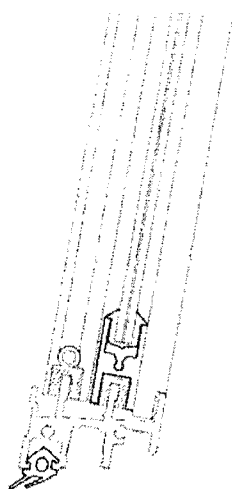
Step 7- With the window propped open again, place a plastic Spacer with the hole drilled in it, in the bottom of the Back Frame about 6.5" in from the outside edge of the window against the rear flange. The hole drilled in the plastic spacer block should be nearest the top surface of the block and go from inside to outside with the tapered end of the spacer on the bottom towards the window. Mark the location of the hole on the back flange of the Back Frame and drill a 3/16" (.188") dia. hole that is aligned with the hole in the plastic spacer. Repeat this on both sides of the window, and in the middle if the window order size width is 30" or greater.

Step 8- Tape the plastic spacers in place so that the holes line up with the 3/16" holes drilled in the Back Frame back flange. Close the window, and drill 1/8" (.125") dia. holes in the inner flange of the Inner Frame by drilling through the 3/16" holes previously drilled in the Back Frame. Drill from the inside of the bus, with someone holding the window closed on the outside. Drill at a slight upward angle from the inside so as to be sure you get a full hole in the Inner Frame flange.

Step 9- Open the window, remove the tape and re-place the plastic blocks on the Back Frame with #8 x 1-1/4 Pan Head Sheet Metal Screws inserted into the plastic spacers. The screws will hold the spacers in place. Carefully close the window, and drive the screws into the 1/8" hole drilled in the Inner Frame. The window is now secured closed.

MATERIALS REQUIRED:

Contact your DSM for this information.



NO LATCH MECHANISM

PLASTIC SPACER &
SCREWS TO SECURE
CLOSED



RECALL #09V-287 EGRESS REPAIR

REPAIR PROCEDURE

MODEL: HDX, MVP-EF
SUBJECT: TRANSIT PUSH-OUT WINDOW, EGRESS REPAIR
DATE: NOVEMBER 5, 2009
PAGE: 1 OF 6

IMPORTANT: READ ENTIRE PROCEDURE BEFORE BEGINNING

Perform the following procedures as required to ensure correct operation of the egress window.

Egress Repair Procedure #1 – Handle Releases, Window Does Not Release:

If the handle can be moved to the open position and the window does not open, the cable release or cable spring may be out of alignment or disconnected. Lubrication maybe required. Using two (2) flat screwdrivers, place one (1) between the window frame and the other on the latch keeper. Lift up on the frame while pressing down on the latch keeper to open the window. Repeat at the center of the window and at the opposite end. **Figures 1 & 2** For realigning and lubricating, SRT Code for this repair = 90-93.

LIFT UP ON WINDOW FRAME AND PRESS DOWN ON LATCH KEEPER. REPEAT AT CENTER & OPPOSITE END OF WINDOW.



FIGURE 1

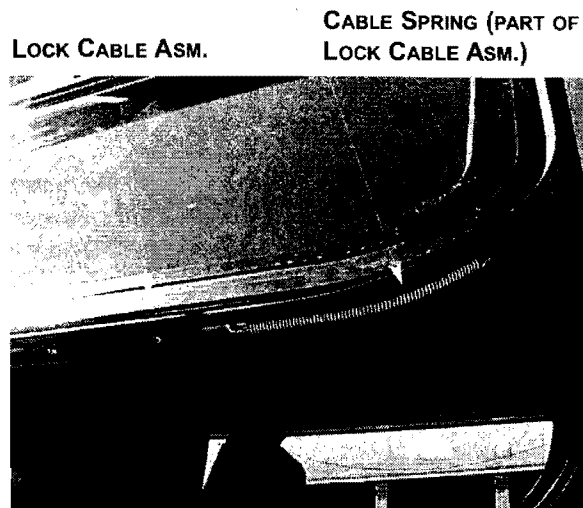


FIGURE 2

Egress Repair Procedure #2 – Window Latch Will Not Fully Engage:

If the window comes closed but does not fully engage, loosen one or more of the stationary latches (**Figure 3**) and re-position them so they are in line with the moving latch points on the cable. **Figure 2** Once this adjustment is made, the window should latch. SRT Code for this repair = 90-94.

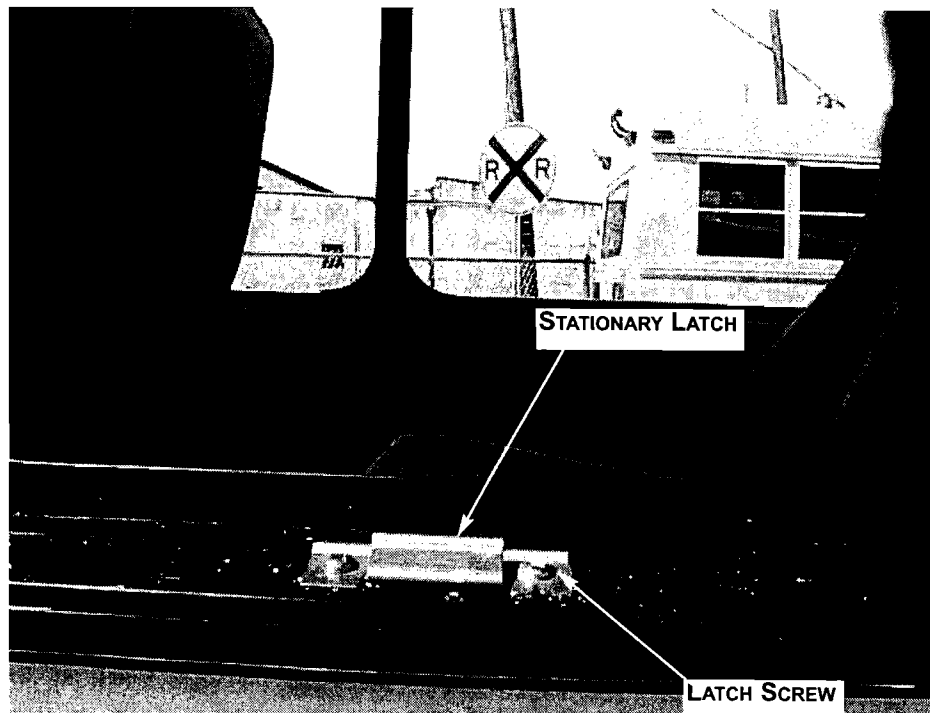


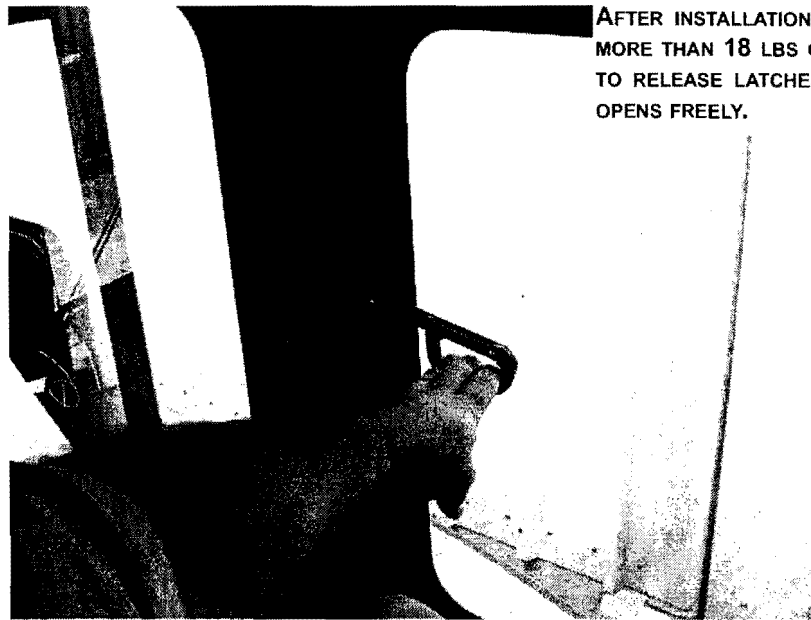
FIGURE 3

Egress Repair Procedure #3 – Handle Requires Excessive Force to Unlatch:

If handle requires large force to move (exceeds 18 ft/lbs.) the stationary latch may be bent up or broken. Once you get the window open, inspect the latches. If one or more are bent up further than they should be, bend them down slightly and re-check for proper engagement. If there is still an issue, you may need to repeat this process until you have proper engagement. **Figure 3** SRT Code for the repair = 90-95.

Egress Repair Procedure #4 – Damaged Release Handle:

The release handle could be bent or broken. Upon inspection, if the handle is found to be damaged, replace with the appropriate handle. **Figure 4** SRT Code for the repair = 90-96.



AFTER INSTALLATION, MAKE SURE THAT NO MORE THAN 18 LBS OF FORCE IS REQUIRED TO RELEASE LATCHES AND THAT WINDOW OPENS FREELY.

FIGURE 4

Egress Repair Procedure #5 – Correct Opening Size and Frame Clearance (Review Figure 5.)

1. Remove the clamp ring screws (#7) and the clamp ring (#10) from the inside of the window; retain for reinstallation..
2. Remove the window from the outside by pulling the bottom of the window out at an angle. Cut the push-out position switch wire at the splice. Then slide the window down so that the top will clear the roof drip edge and remove window from the unit.
3. Measure each window opening at each corner and center. The window specifications call for an opening height of 28.75" +/- .03.

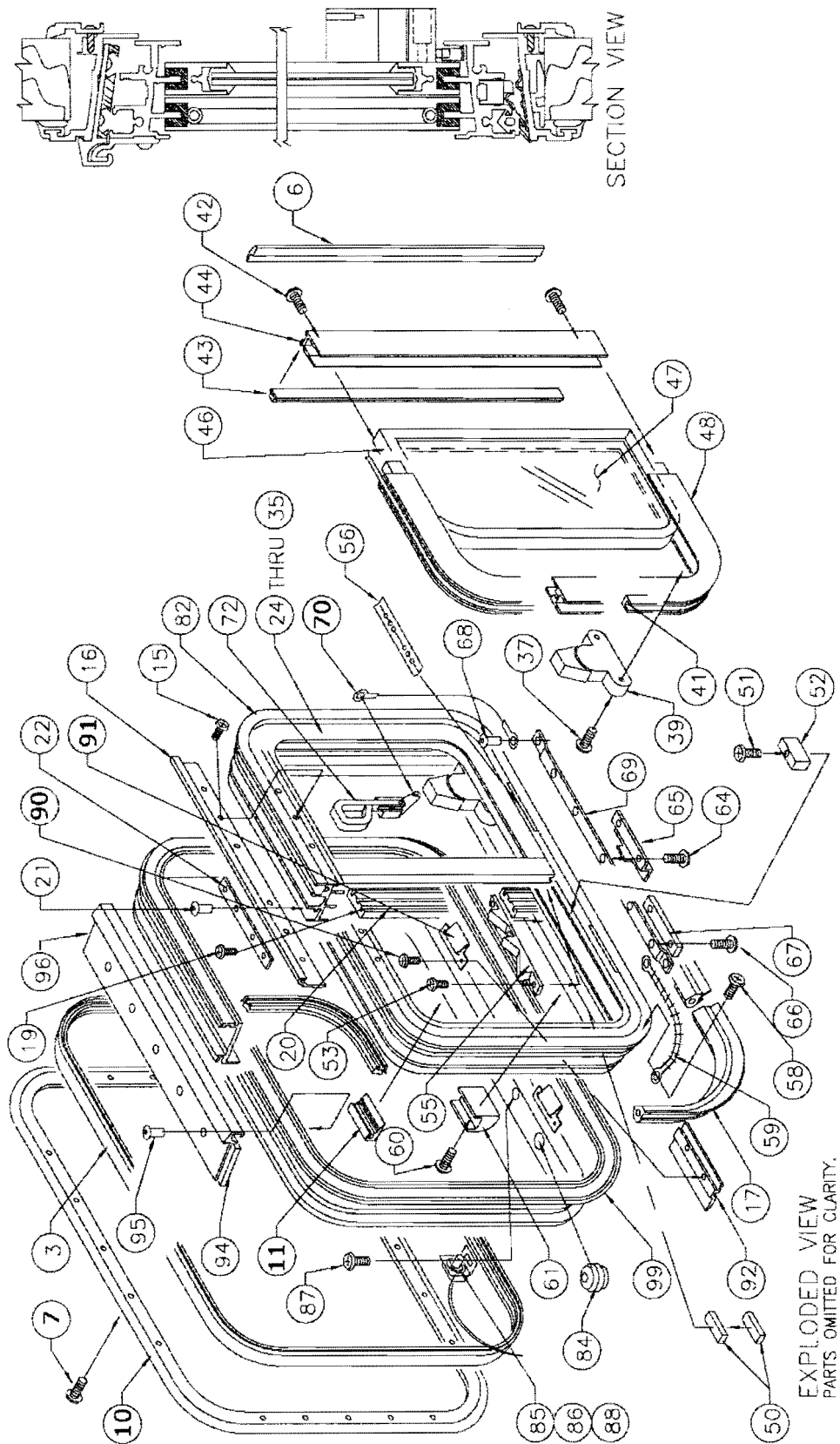


FIGURE 5

4. Correct opening height as required. Grind any interior or exterior side panels the may extend into the opening. **Figure 6**
5. Trim the flange on the top of the window frame flush to the horizontal extrusion.

Grind off small flange along
top of window.

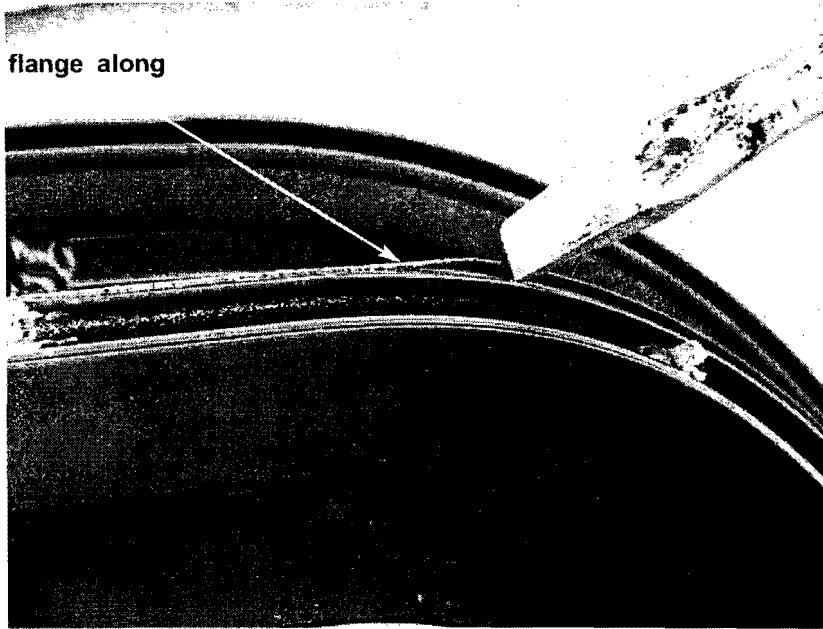


FIGURE 6

6. Confirm the spacers (#11) are installed at the bottom of the window. If none are found, Install the spacers positioned adjacent to the outer latch striker backing plates and toward the center of the window. **Figure 7**

Spacers (2)

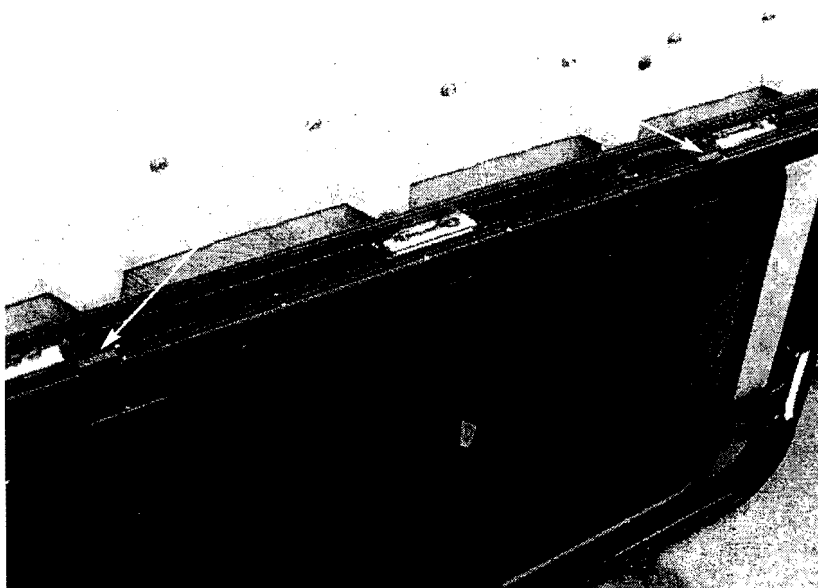


FIGURE 7

7. Reinstall the window into the opening. Place the top in first, slide the window up, and push in the bottom of the frame. The frame should fit into the opening with little resistance.
8. Reconnect the wiring for the push-out position switch.
9. Reinstall the clamp ring (#10) with half the number of screws (#7), mainly focusing at the corners of the frame. Note: the split in ring clamp is oriented towards the top of the window.
10. Test window operation. Make adjustments if needed.
11. Install all remaining clamp ring screws (#7). SRT Code for the repair = 90-97.

MATERIALS REQUIRED, AS NEEDED PER WINDOW: (CONTACT YOUR DSM)

<u>ITEM NUMBERS</u>	<u>QTY.</u>	<u>DESCRIPTION</u>
11	2	SPACER BLOCK
72	1	HANDLE ASSEMBLY, RH
	1	HANDLE ASSEMBLY, LH
91	1	STATIONARY LATCH
90	2	LATCH SCREW 8 - 32 x 3/8" PAN HEAD (PER LATCH)
70	1	LOCK CABLE ASSEMBLY