



October 2011

**SAFETY RECALL NOTICE**

**CLUB CAR CARRYALL 2 LSV & CARRYALL 6 LSV**

TO: All Carryall LSV Dealers

**In July 2010, Club Car sent a notice regarding a safety recall for the seat belts on LSV vehicles as listed below. Because our records indicate that the seat belts on some of the vehicles registered to your customer(s) have not yet been replaced, we are sending out this reminder. A letter will be sent to all registered owners of affected LSVs who our records show have not received new seat belts. We are asking you again to contact your customers with affected LSV vehicles.**

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the owner may be entitled to 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 provide these burdensome solutions, every effort must be made promptly to schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to owners, the owners are being instructed to contact the Club Car customer service or the National Highway Traffic Safety Administration if their dealer does not remedy the condition within a reasonable time.

NON-COMPLIANCE

Club Car has determined that a non-compliance that relates to motor vehicle safety exists in certain 2008-2010 Carryall 2 LSV and Carryall 6 LSV vehicles. These vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 209 Seat Belt Assemblies. The seat belt retractor locks at a higher impact level than required by the FMVSS 209.

REMEDY

Club Car dealers should replace the seat belt assemblies with the FMVSS 209 compliant belts at no cost to the customer. Dealers can order part number **103826901** from Club Car service parts. This kit includes two new seat belt assemblies and the required hardware to install the seat belts. This service will be handled as a campaign in Tavant. The details are listed in the Tavant Claim Submission Process below.

VEHICLES INVOLVED

Involved are certain Carryall 2 LSV and Carryall 6 LSV vehicles built within the following VIN range:

Model	Beginning Vin	Ending Vin
EB - Carryall 2 LSV	5J5LC22BX8A946383	5J5LC22BXAA153073
JB - Carryall 6 LSV	5J5LC22B68A946381	5J5LC22BXAA150755

A complete listing containing the Vehicle Identification Number, serial number, owner name and address data is available on Club Car Pavilion. To access this information, select the “Safety Info” text on the lower right side of the home page. Owner name and address data furnished will enable dealers to follow-up with owners involved in this campaign.

### TAVANT CLAIM SUBMISSION PROCESS

This repair must be submitted in Tavant under the **Campaign Code** listed above. The claim type must be “CAMPAIGN” and not “machine.”

Reference **Service Bulletin 09-036** for complete instructions on submitting a Campaign Code warranty claim.

The screenshot shows the Club Car Tavant interface for submitting a new claim. The 'Claim Type' dropdown menu is open, displaying three options: 'Machine', 'Parts', and 'Campaign'. A callout box highlights the 'Campaign' option, indicating that this is the correct selection for a Campaign Code warranty claim. The form also includes fields for Dealer, Serial Number, Work Order Number, Hours in Service/Energy Units, Date of Repair, and Request SMR.

### Submit a “Campaign” claim

Information REQUIRED in Campaign Claims

- 1) Campaign Code is “CA\_LSV\_SEATBELT”
- 2) Vehicle serial numbers
- 3) Energy Units
- 4) “Work Order” numbers
- 5) “Date of Repair”

Information NOT required entries in Campaign Claims

- 1) “Causal Part Numbers”
- 2) “Owner Information”
- 3) “Fault Codes”
- 4) “Fault Found”
- 5) “Condition Found”, “Work Performed,” “Claim Notes”

Information which will auto populate in the campaign claims in “Page 2” of the claim

- 1) "Service Procedures" (Job Codes)
- 2) "Club Car Parts Replaced" part number and "Quantity"

<b><i>Campaign Code</i></b>	<b><i>Action</i></b>	<b><i>Causal Part</i></b>	<b><i>Service Procedure</i></b>	<b><i>Labor Reimbursement</i></b>
CA_LSV_SEATBELT	Replacement of both seatbelts	Non Required	DD (STRUCTURAL) / 012 (CAB) / 0247 (SEAT BELT) / AA (REPLACE)	0.4 hours (24 Minutes)

We appreciate your support with this program. If you have any questions related to this issue, please contact the following for assistance:

Technical Support - 800-227-0739, Ext. 3580 or 706-863-3000, Ext. 3580

Reimbursements - 800-227-0739, Ext. 3014 or 706-863-3000, Ext. 3014

Parts Shipments - 800-227-0739, Ext. 3887 or 706-863-3000, Ext. 3887



October 2011

## **SAFETY RECALL NOTICE**

### **CLUB CAR CARRYALL 2 LSV & CARRYALL 6 LSV**

Dear Club Car Customer:

**In July 2010, Club Car sent a notice regarding a safety recall for the seat belts on the LSV vehicle listed below. Because our records indicate that the seat belts on the vehicle registered to you have not yet been replaced, we are sending out this reminder. Please review the information below, and contact your local Club Car dealer immediately.**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Club Car has decided that Carryall 2 LSV and Carryall 6 LSV vehicles manufactured before June 10, 2010 fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 209 Seat Belt Assemblies.

The seat belt assemblies originally provided with your vehicle meet Society of Automotive Engineers (SAE) J2292 standard for seat belts. The difference in these standards is the impact level at which the seat belt retractor locks. The seat belt retractor locks at a higher impact level than required by the FMVSS 209. In a vehicle impact, a passenger may not be adequately restrained by the seat belt.

Club Car, in cooperation with the National Highway Traffic Safety Administration, has initiated a recall to replace the SAE J2292 seat belt with a FMVSS 209 seat belt. Please contact any authorized Club Car LSV dealer to arrange for the seat belt replacement. The dealer will replace the seat belt at no cost to you. This replacement should take less than one hour to complete. Your nearest dealer has been identified below. Additional dealers may be located on [www.clubcar.com](http://www.clubcar.com).

Our records indicate that you are the current owner of the vehicle listed below. If you are no longer in possession of this vehicle, please contact us at 1-800-227-0739 extension 3014 with any information you might have concerning the current location of the vehicle.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to lessee within 10 days.

If you believe that Club Car or Club Car's dealers have failed to remedy this non-compliance without charge in a reasonable time, you may submit a complaint to Club Car at the address above; or submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you had your seat belt replaced before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact us at 1-800-227-0739 extension 3014.

Vehicle Information                      Carryall 2 LSV VIN # - 5J5XXXXXXXXXXXXXXXXXX

Owner	Nearest Dealer
John Doe 123 Main St. Anytown USA 12345	Dealer Name 123 Main St Anytown, USA 12345