



Product Recall

To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 10V-393/10V-394 Ford **Minotour** Power Cable Routing

Date: November 11, 2010

Enclosed are copies of the customer notification letter **and** the repair procedures for Recall 10V-393/10V-394. This recall involves certain **Minotour** school and non school model buses manufactured between May 6, 2004 and February 2, 2010 with a Ford chassis. The defect involves the main power cables. The main power cables were not routed correctly and installed securely with adequate edge guarding to protect them from contacting the metal edge of the fender well. If undetected, cables that abrade with the sheet metal edge could eventually result in a short circuit possibly resulting in a fire.

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. **NEW PROCESS:** NHTSA is requiring two different recall numbers and printouts for school versus non school units. If you have received two reports you will notice that Recall **10V-393** is for school buses and Recall **10V-394** is for non-school buses. This is the same recall with the same repair for both school and non school just a different recall number.

The remedy will consist of inspection for **chaffing** of the cable. If no chaffing a fender clip will be added. The labor allowance is .2 hour per unit for this inspection and repair (SRT 90-111). If **chaffing** does exist the cable will be replaced and rerouted. The labor allowance is 1 hour per unit for inspection and this repair (SRT 90-112). If you sent in your contact information you have received your report and can send in a request for parts by using the parts order form found on the dealer portal. If you did not send your contact information in **50%** of your total population will be shipped direct to your dealer location. When filing your claim please use kit number TBB **170233** and enter **\$.04** as the parts handling charge. If you have to replace the cable please use kit number TBB **170283** and enter **\$1.63** as the parts handling charge. If the cable shows signs of damage from the exposed fender edge, take a photo of the damaged cable. The photo should accompany your request for the kit.

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)