



## Product Recall

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To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 10V-486/10V-487 National Driver's Seat Pedestal

Date: November 17, 2010

Enclosed are copies of the customer notification letter and the repair procedures for Recall 10V-486/10V-487. This recall involves certain MVP-EF, HDX, and Saf-t-line C2 school and non school model buses manufactured between March 17, 2009 and December 7, 2009 with a National Seating driver's seat containing a Stabilus Bloc-O-Lift shock. The defect involves the Stabilus Bloc-O-Lift shock. The mounting tab on the shock was improperly welded which could cause the tab to break off unexpectedly allowing the driver's seat to drop to its lowest height position without warning. Should this occur while the vehicle is in operation, the driver may experience a momentary loss of control possibly resulting in a crash.

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-486 is for school buses and Recall 10V-487 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 to determine if the driver's seat contains a Stabilus Bloc-O-Lift shock. The labor allowance is .1 hour per unit for inspection (SRT 90-113). Shocks within the suspected date range will be replaced. The labor allowance is .8 hour per unit for replacement (SRT 90-114). National Seating will ship the replacement shocks free of charge. If you have a unit that is affected with a seat equipped with a shock within the suspected date range you need to **call National Seating at 1-800-222-7328 to obtain a replacement shock.**

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)

Technical Service Bulletin  
NSC22955401  
Seat Shock Replacement

This bulletin provides instruction to inspect and replace the seat shock if it is within the recall period.

Component: Seat Shock

Manufactured by: Stabilus

Part number: 5561ED

Description: BLOCK-O-LIFT

Affected Manufacture dates: 3/10/2009-12/04/2009 (Day 069-Day 338)



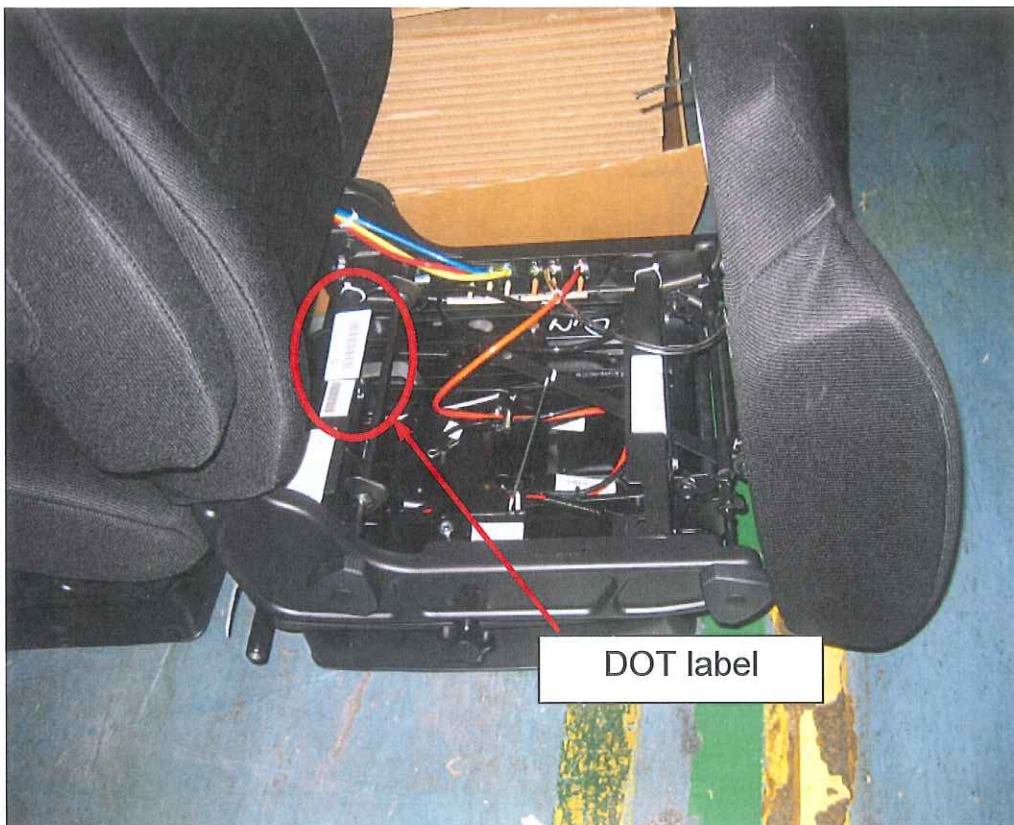
Affected Part Numbers That Contain  
STABILUS BLOC-O-LIFT  
Part Number 5561ED

Part number	Description	Part number	Description
0845.00BB300P7	Seat	10884.3AA0AAA1L	Seat
0845.00BB301P7	Seat	10884.3AA0AAA2L	Seat
0849.00BB000S7	Seat	10884.3AA0AAA3L	Seat
0849.00BB001P7	Seat	10884.3AA0AAB3L	Seat
10877.10A001	Seat	10884.3AA1AAA0L	Seat
10877.10A001	Seat	10884.3AA1AAA3L	Seat
10877.10A002	Seat	10884.3BA0AAA1L	Seat
10877.10A003	Seat	10884.3BA0AAA3L	Seat
10877.10A004	Seat	10884.3BA0AAB0L	Seat
10877.10A021	Seat	10884.3BA0AAB1L	Seat
10877.10A022	Seat	9830.1AA0AAA0A	Seat
10877.10A024	Seat	9830.1AA0AAA0S	Seat
10877.40A00A	Seat	9830.1AA0AAA0T	Seat
10877.40A00B	Seat	9830.1AA0AAA1A	Seat
10877.40A00C	Seat	9830.1AA0AAA2A	Seat
10877.40A00D	Seat	9830.1AA0AAA3A	Seat
10877.40A02A	Seat	9830.1AA0AAA3T	Seat
10877.40A02B	Seat	9830.1BA0AAA3A	Seat
10877.40A02C	Seat	9830.2AA0AAA0L	Seat
10877.40A02D	Seat	9830.2AA0AAA1L	Seat
10884.1AA0AAA0A	Seat	9830.2AA0AAA3L	Seat
Part number	Description	Part number	Description
10884.1AA0AAA0S	Seat	9830.2AA0AAB0L	Seat
10884.1AA0AAA1A	Seat	9830.2AA0AAB1L	Seat

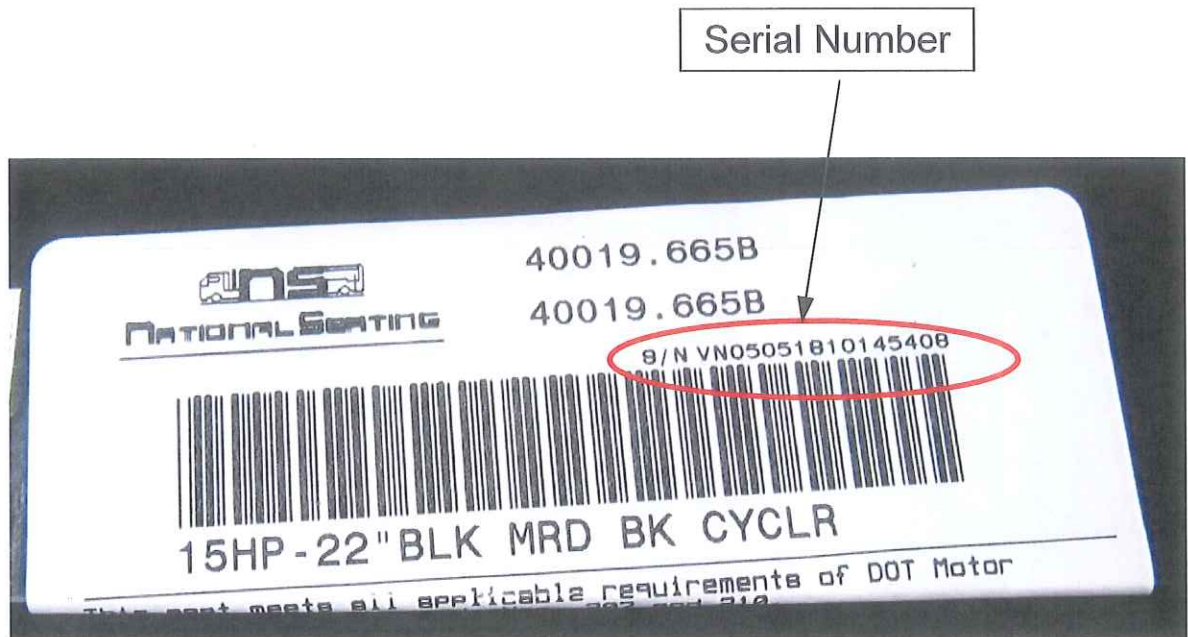
10884.1AA0AAA2A	Seat	9830.2AA1AAA0L	Seat
10884.1AA0AAA2T	Seat	9830.2AA1AAA3L	Seat
10884.1BA0AAA0A	Seat	9830.2BA0AAA0L	Seat
10884.1BA0AAB0A	Seat	9830.2BA0AAA3L	Seat
10884.1BA0AAB3A	Seat	229554-01	Shock
10884.1BA1AAB3A	Seat	230110-01	Seat Base
10884.2AA0AAA0T	Seat	230110-03	Seat Base
10884.3AA0AAA0L	Seat	SK-1449	Height Adjuster Replacement Kit
		SK-1453	Height Adjuster Replacement Kit

1) Identify if your seat or part is affected.

Seat part number: Flip the seat cushion forward to expose the DOT label



The serial number on the DOT label Identifies the date of manufacture of the seat.



## DOT Label

How to read date code from serial number using same serial number shown in previous slide as an example

VN05051810145408

Month

VN05051810145408

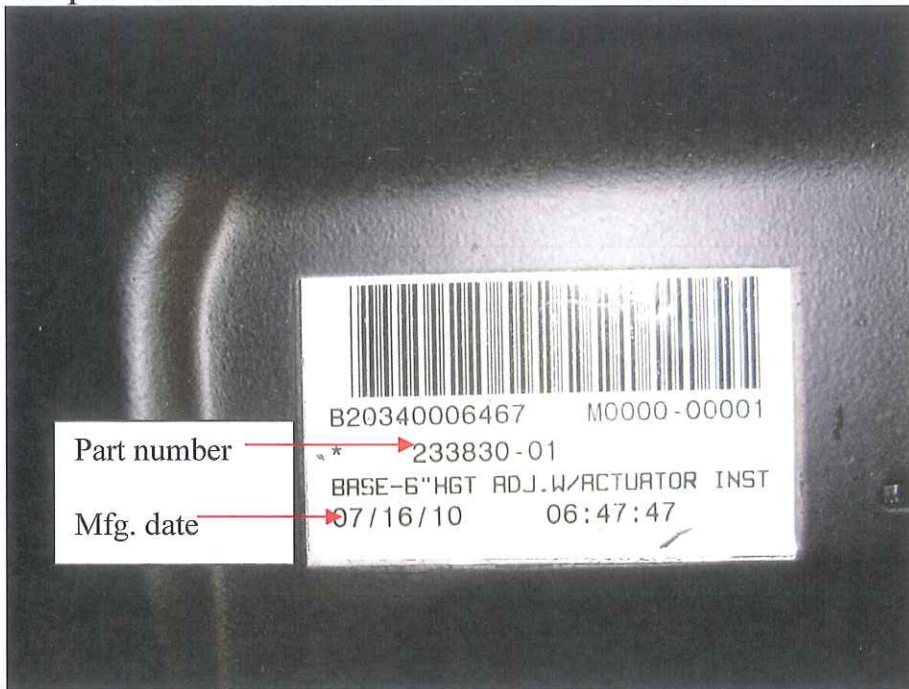
Day

VN05051810145408

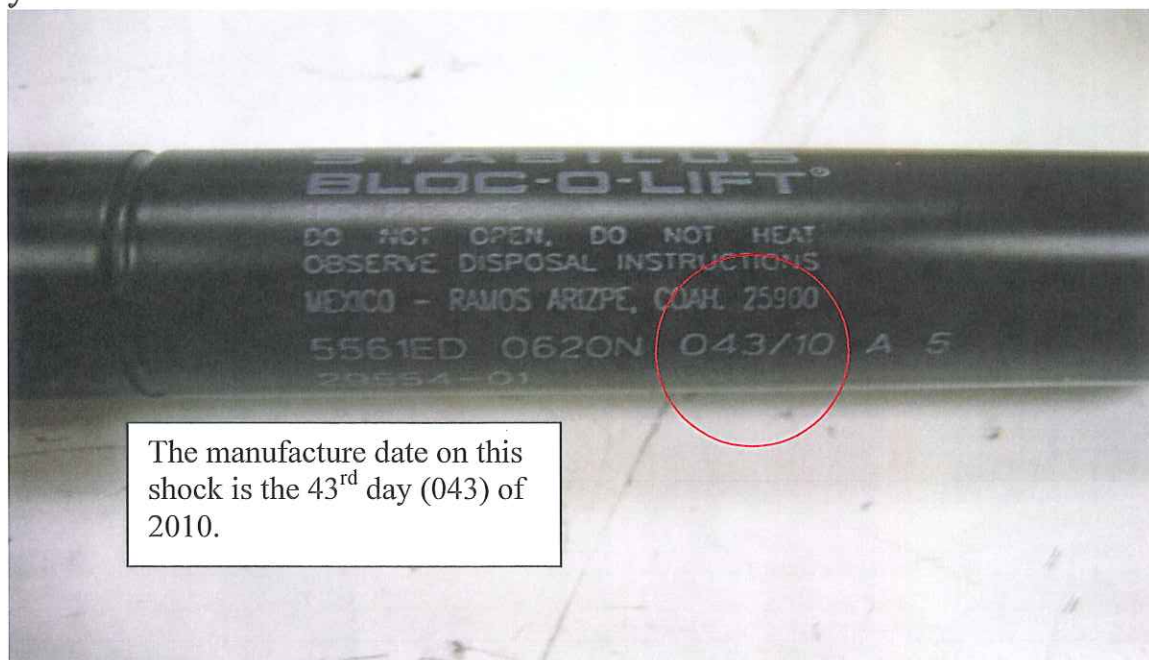
Year

In this example the manufacturing date is May-18 2010

Seat Base part number: The seat base has a bar code tag on top of it that contains the part number and the date of manufacture. See example below.



Shock part number: The part number and manufacture date is on the side of the shock. The date is a five digit code that identifies the day of manufacture and the year.



The manufacture date on this shock is the 43<sup>rd</sup> day (043) of 2010.

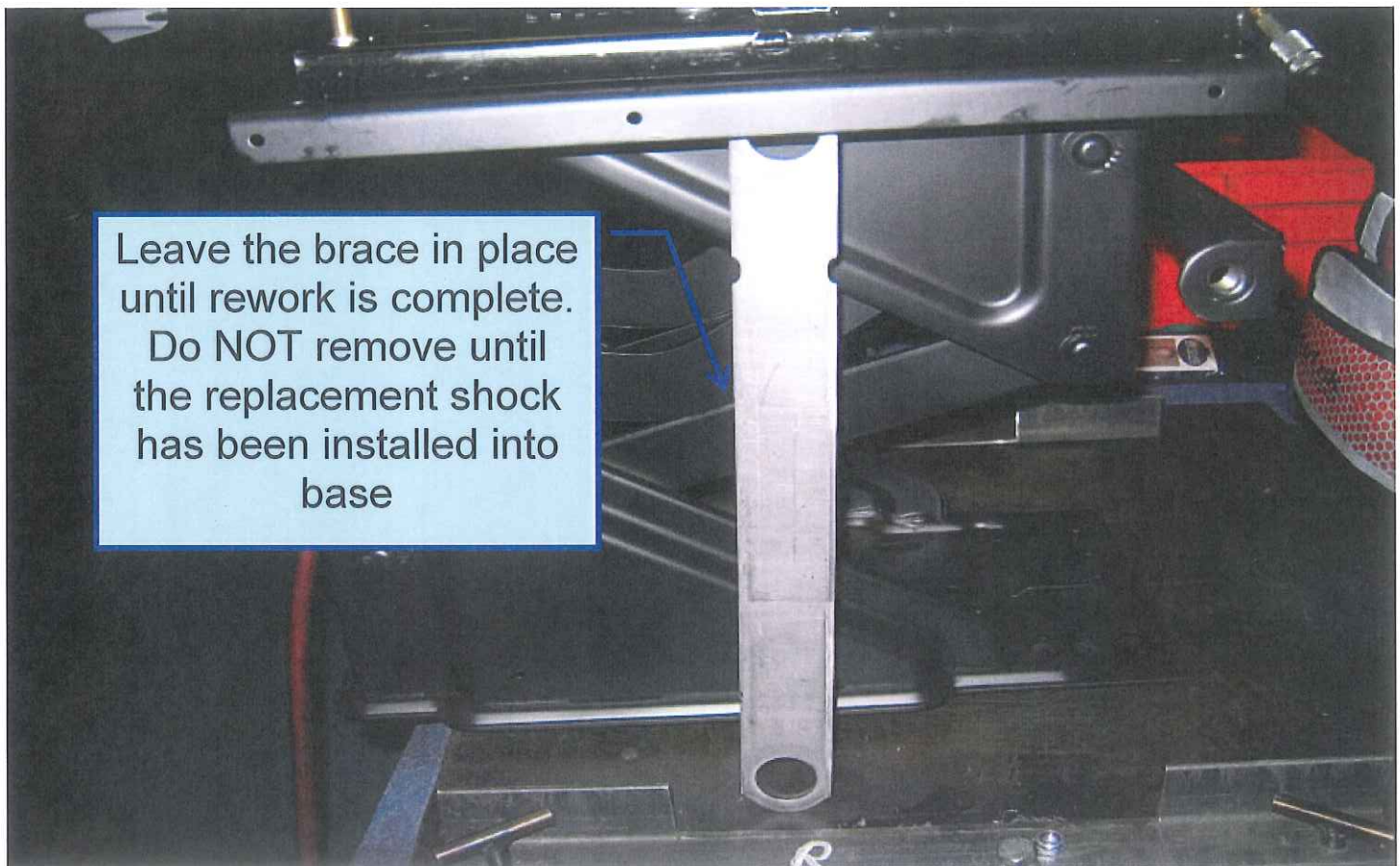
If you identify you have a shock within the defined date range National Seating will provide one of the following remedies;

- 1) If the shock(s) or seat bases were purchased as a replacement part in your inventory for future sale National Seating will issue credit for or provide replacement shocks or seat bases at no charge and pay returned freight to us.
- 2) If the shock is within a seat National Seating will pay .13 hrs labor to inspect the seat to determine if the shock falls within the suspect date range, and if so will pay an additional .8 hrs labor to replace the shock within the seat.

## Shock Replacement Procedure

### Removal

#### Step 1



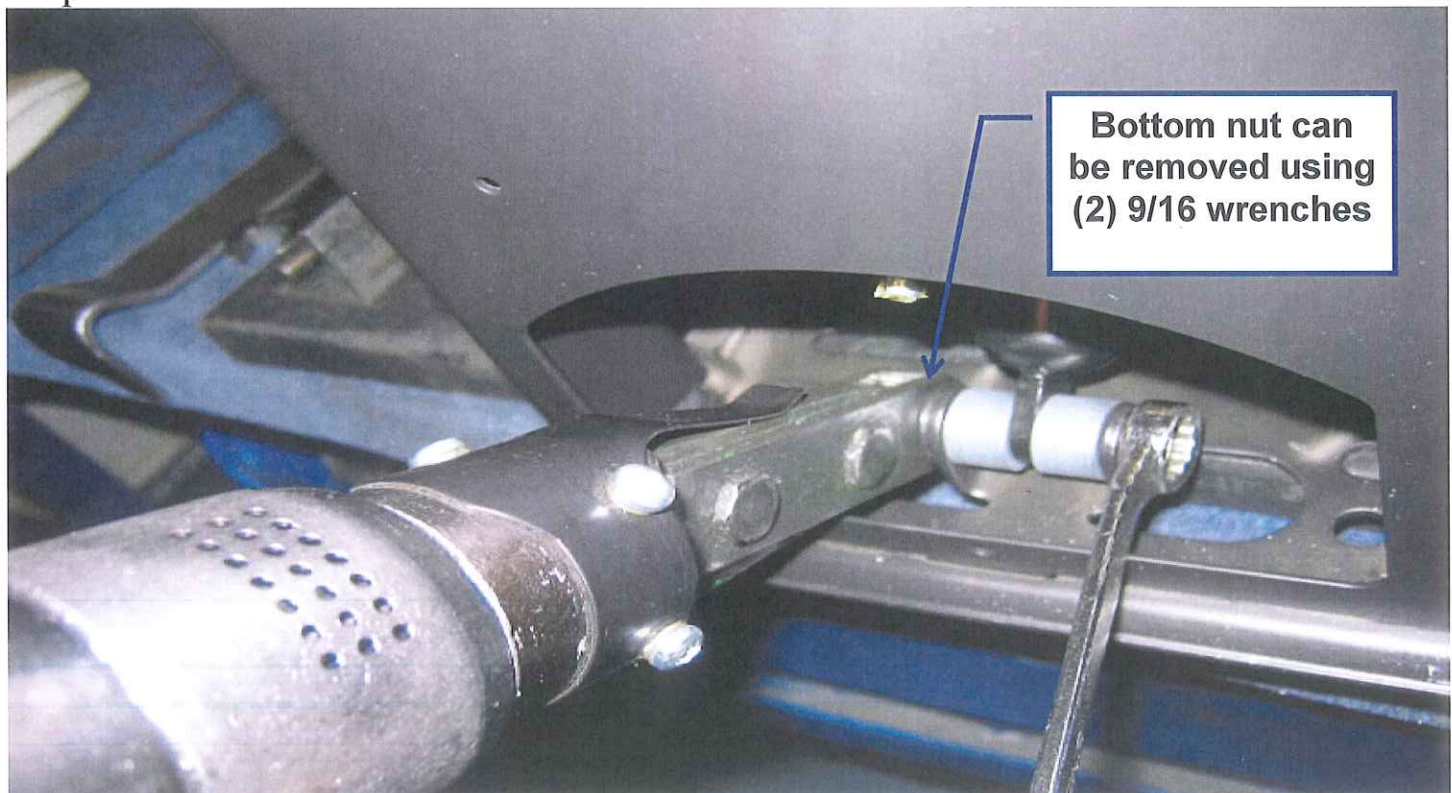
Fully extend base & brace with a bar or block of wood to keep the base at full vertical travel.

## Step 2



Once the seat base is blocked up at full extension, remove the cable from the release lever.

## Step 3



Remove the nut from the bottom mounting bolt, but leave the bolt in place.

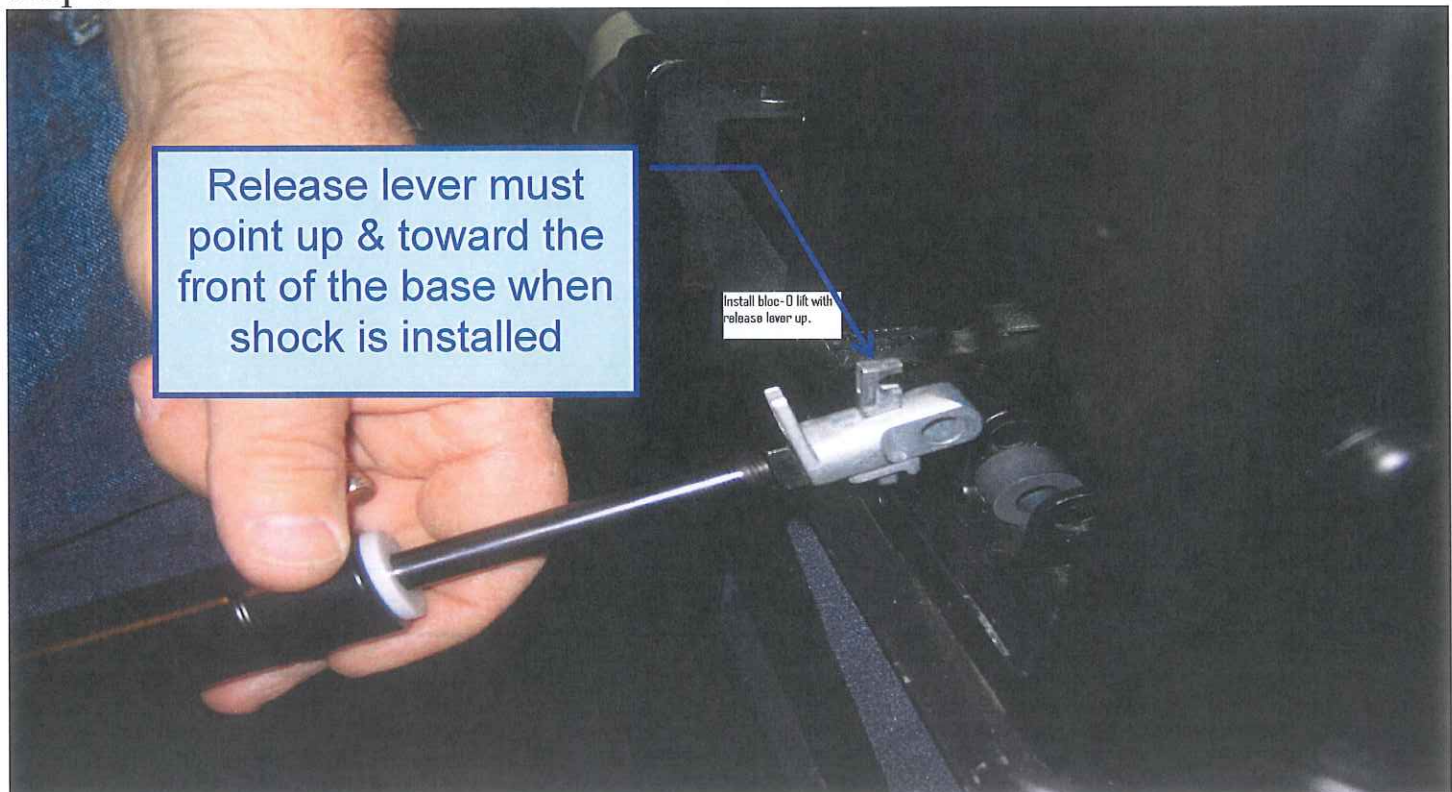
## Step 4



Remove the nut and bolt from top shock mount using (2) ½” wrenches. Then remove the bolt from the bottom mount and remove the shock from the base.

## Shock Installation

### Step 1



With base still at full vertical travel extend the shock out to the same length as the shock that was removed.

Use the same spacers, bolt & nut that were removed when the suspect shock was taken out of the base



Attach the shock to the bottom shock mount first. DO NOT tighten all the way.

Step 3

Place cable in release lever, tighten nut on bottom of release lever with 11/16 wrench



Remove cable from here.

Release Lever without cable

Release lever fits into upper shock mount. Place cable into position in lever as shown

Install shock to upper shock mount in base torque should be a minimum of 10 FT-LB to a maximum of 14 FT-LB. Do NOT over tighten!