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By Recall Mgt Div. at 10:28 am, Aug 09, 2010

10E-033
(4 pages)

A Division of Commercial Vehicle Group



PART 573 Defect and Noncompliance Report
Defect Report

CVG Companies
CVG International
Mayflower Vehicle Systems
KAB Seating
Trim Systems
Sprague Devices
Menona Wire
Cabarrus Plastics

After exhaustive research to determine the cause of the defect, the number of shocks at issue, and the relevant time period of manufacture of those shocks, National Seating decided that a defect exists which relates to motor vehicle safety in the motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573.

Report Date: August 6, 2010

Equipment affected is manufactured or supplied by:

**National Seating Company
200 National Drive
Vonore, TN 37885**

Questions regarding this recall should be directed to;

**Bruce R. Walker
Warranty Manager
Commercial Vehicle Group
200 National Drive
Vonore, TN 37885
423-884-4811**

Signed: _____

Bruce R. Walker Warranty Manager





CVG Companies
CVG International
Mayflower Vehicle Systems
KAB Seating
Trim Systems
Sprague Devices
Monona Wire
Cabarrus Plastics

1) The following equipment is being recalled;

Shocks used in certain seat models that were manufactured between 3/10/2009 and 12/04/2009.

**Make: STABILUS Model: BLOC-O-LIFT
Part Number: 5561ED**

2) The potential number of items of equipment affected; 3,892

**3) The approximate percentage of items of equipment that might contain the defect is;
Unknown**

4) Recall Population Determination:

The recall population was determined by the first known manufacture date of a defective shock of 3/10/2009, and the first known date of certified stock supplied by our supplier of 12/4/2009. All seat models and components using this shock are included in the recall.

**5) The defect consists of;
The mounting tab of the shock can break off unexpectedly.**

**6) Defect Cause
Improper weld which holds the mounting tab to the shock body.**

**7) Defect consequence
The seat could drop unexpectedly without prior warning and could cause momentary loss of control if the vehicle is in operation.**





CVG Companies

CVG International

Mayflower Vehicle Systems

KAB Seating

Trim Systems

Sprague Devices

Monona Wire

Cabarrus Plastics

8) Component Supplier;

Stabilus Chicago
Sales Office Industrial
919 N. Plum Grove Road, Suite G
Schaumburg IL 60173
USATel.: ++1-847-517-2980
Fax.: ++1-847-517-2987

9) Supplier Representative

Stabilus Inc.
Wes Hunsucker
1201 Tulip Drive
Gastonia, NC 28052
(704) 810-3625

10) Supplier Manufacturing location

Stabilus, S. A. de C. V.
Industria Metalúrgica No. 1010
Parque Industrial Ramos Arizpe
C. P. 25900 Ramos Arizpe, Coah
México

11) Defect Chronology

12/4/09 One shock failed in NSC manufacturing plant. All shocks were quarantined, tested and returned to Stabilus as appropriate. Stabilus supplied certified stock of replacements to CVG, and provided corrective actions to welding process to prevent future occurrences.

1/5/2010 Received a report of a shock failure in the field.

2/25/10 Received a report of a shock failure from in the field where the mounting tab on the end of the shock had broken off. A photo was provided by Blue Bird Bus. Determined the shock was manufactured April 2009.



CVG Companies

3/31/10 Received an additional report from Blue Bird Bus about a shock failure.

CVG International

4/27/10 NSC agreed to inspect and replace suspect shocks in inventory at Blue Birds manufacturing locations.

Mayflower Vehicle Systems

KAB Sealing

5/13/10 Suspect time period was identified as 3/1/2009 through 4/30/2009.

Trim Systems

Sprague Devices

6/10/09 An additional field failure was reported outside the initially identified time period. It was agreed that the time period would be expanded out to 12/4/09.

Monona Wire

Cabarvus Plastics

6/17/10 Received the first warranty claim for a shock failure in the field.

7/22/10 Blue Bird indicated they were initiating a safety recall for the shock failure.

7/23/10 NSC continued it's investigation, including the information from Blue Bird that it was initiating a recall.

12) Defect Remedy

Any shock identified within the manufacture dates of 3/10/2009 and 12/4/2009 on the shock will be replaced with current production shocks.

13) Recall Schedule

Notification to manufacturers, dealers, or other purchasers will be made on or about August 30th, 2010.

14) Recall Communications

A draft of the associated recall notifications will be submitted to NHTSA in advance of mailing.





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

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National Seating has decided that a defect which relates to motor vehicle safety exists in certain seats and seat subcomponents equipped with a STABILUS BLOC-O-LIFT shock that was manufactured between March 10, 2009 and December 4, 2009. The mounting tab of the shock could break off unexpectedly, causing the seat to drop to its lowest height position without warning and could result in momentary loss of control if the vehicle is in operation, possibly resulting in a crash.

Your seat, or subcomponent identified on the enclosed form, is affected. For this reason we ask that you arrange for service to correct the condition without delay. The service and required parts as described in this letter will be provided free of charge.

To correct this condition, an inspection of the seat or subcomponent is required and it will be necessary to replace the shock if you have a shock within the prescribed date range.

If the shock is contained within a seat, the work will take about .93 hours, .13 hours for inspection, and .3 hours to replace the shock. If the shock is a replacement part in your inventory, we will issue credit or replace them no charge.

We regret any inconvenience which this action may cause. However, we are concerned about our customer's safety. If you believe that National Seating fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE SW, Washington, DC 20590, or call 1-888-327-4236. (TTY: 1-800-424-9153); or go to <http://safercar.gov>.

Please direct any questions regarding this recall to:

Bruce R. Walker
Warranty Manager
Commercial Vehicle Group
800-222-7386 ext. 34811



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)



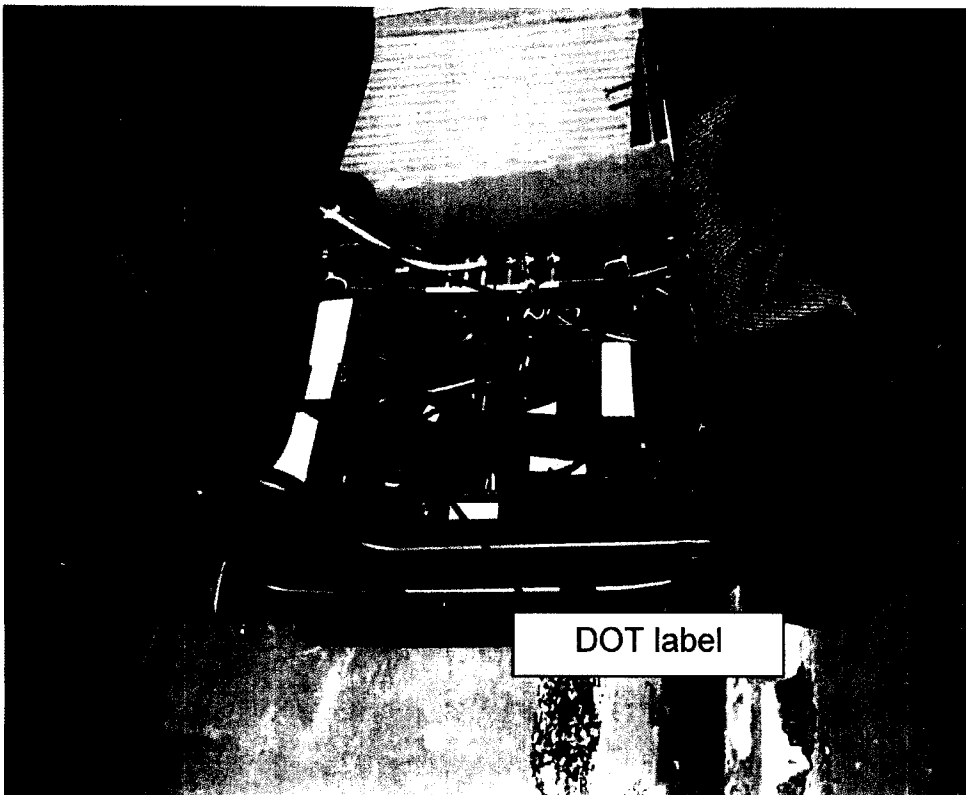
Affected Part Numbers That Contain
STABILUS BLOC-O-LIFT
Part Number 5561ED

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

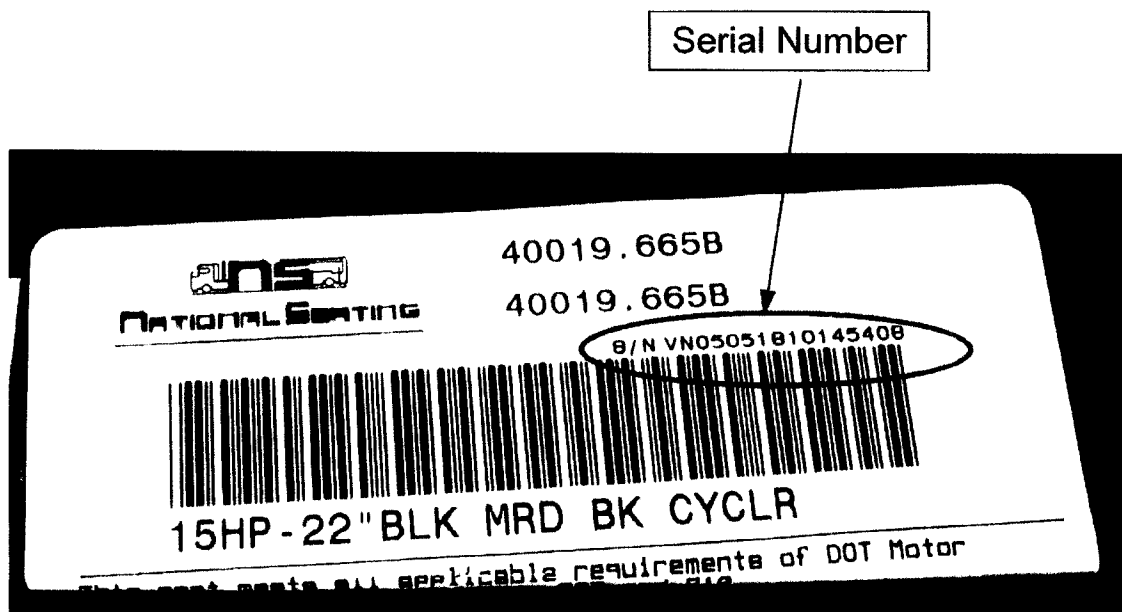
10884.1AA0AAA2A	Seat	9830.2AA1AAA0L	Seat
10884.1AA0AAA2T	Seat	9830.2AA1AAA3L	Seat
10884.1BA0AAA0A	Seat	9830.2BA0AAA0L	Seat
10884.1BA0AAB0A	Seat	9830.2BA0AAA3L	Seat
10884.1BA0AAB3A	Seat	229554-01	Shock
10884.1BA1AAB3A	Seat	230110-01	Seat Base
10884.2AA0AAA0T	Seat	230110-03	Seat Base
10884.3AA0AAA0L	Seat	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

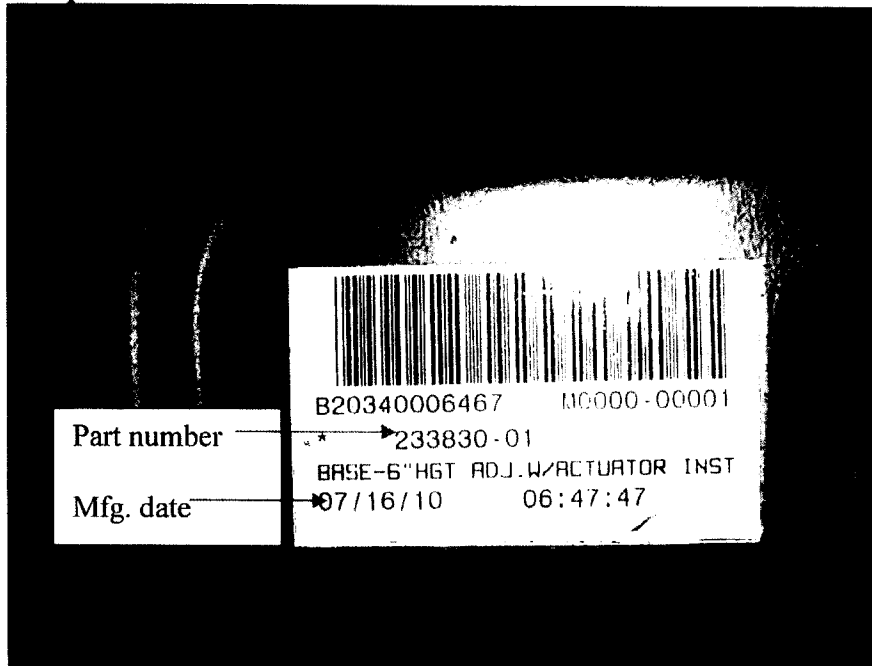
Day

VN05051810145408

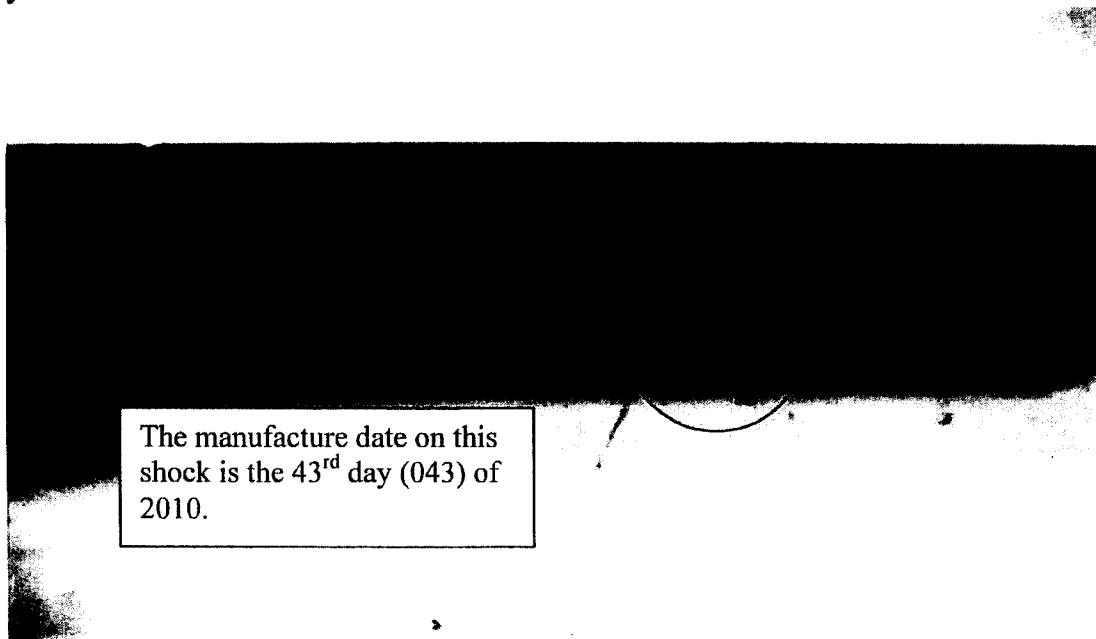
Year

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.



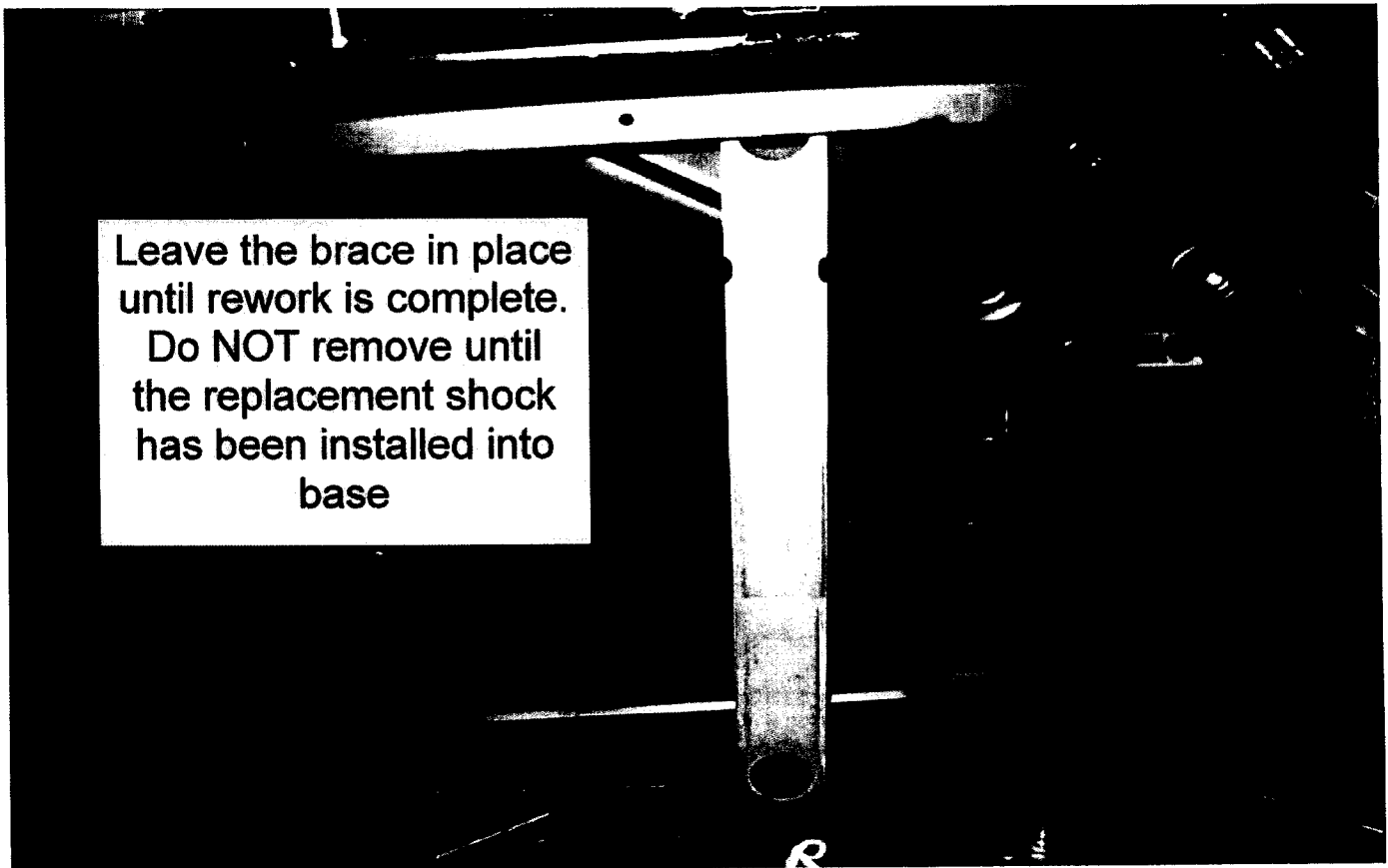
If you identify you have a shock within the defined date range National Seating will provide one of the following remedies;

- 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.

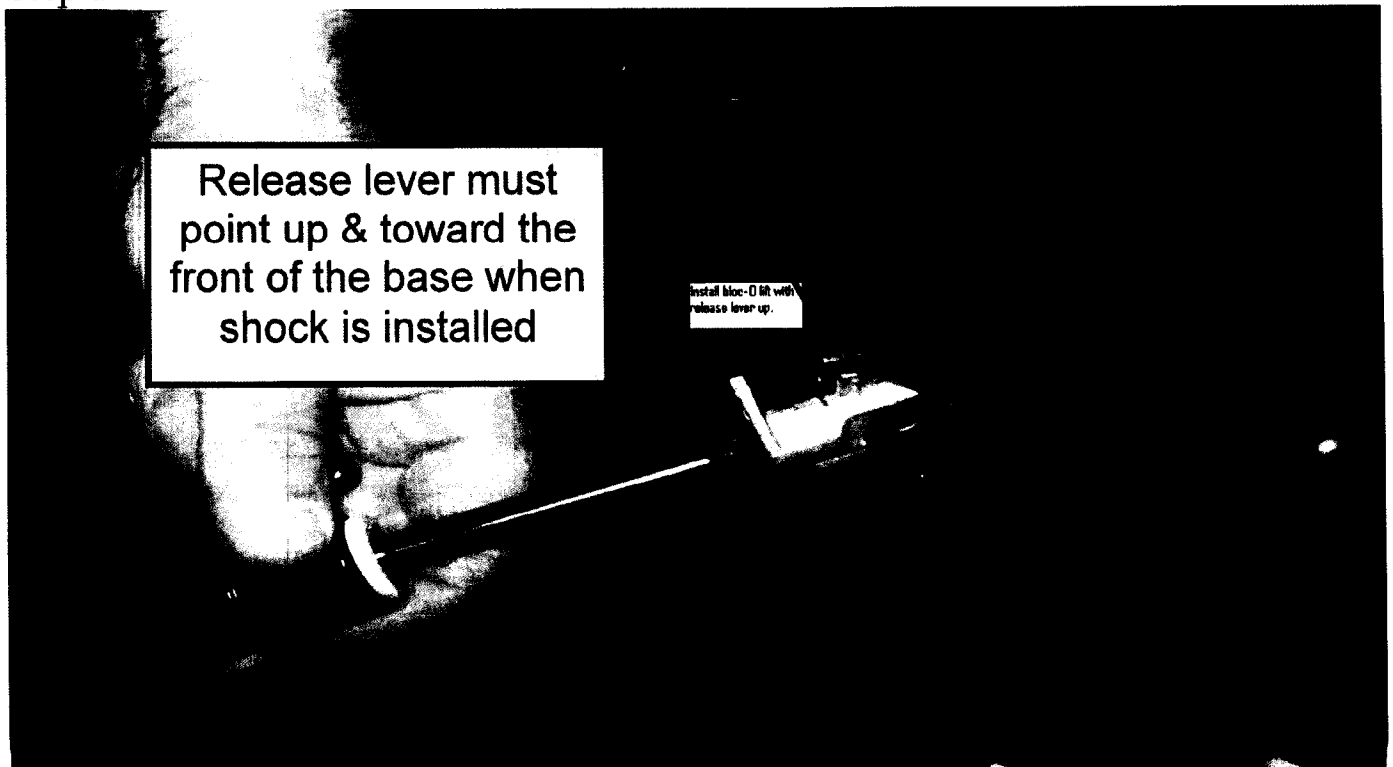
Step 4



Remove the nut and bolt from top shock mount using (2) 1/2" wrenches. Then remove the bolt from the bottom mount and remove the shock from the base.

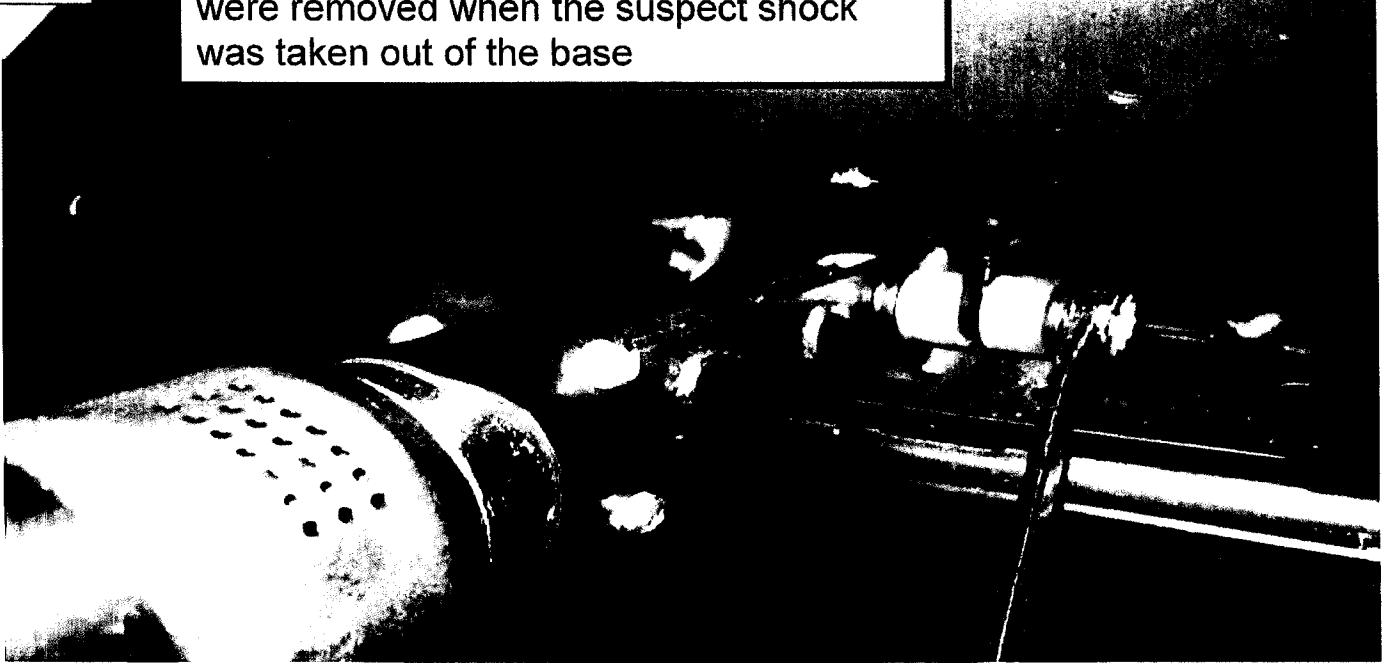
Shock Installation

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!



Service Bulletin No. 349

MODEL D4005 / D4505 Series Coaches	TYPE Field Change Program	SECTION/GROUP 3-Body	DATE
SUBJECT NATIONAL SEATING DRIVER'S SEAT STABILUS BLOC-O-LIFT SHOCK			
CONDITIONS			

Ref. NHTSA National Seating Recall No.: 10E-033

Ref. NHTSA MCI Recall No.: 10V-XXX

Ref. Transport Canada Recall No.: 2010-XXX

Customer Complaint:

National Seating Company has notified MCI that a defect may exist in certain National Seating driver's seats equipped with a Stabilus Bloc-O-Lift shock that was manufactured between March 10, 2009 and December 4, 2009. The mounting tab on the shock may unexpectedly break, causing the driver's seat to drop to its lowest position without warning. The unexpected sudden change of the driver's position while the coach is in motion could result in a momentary loss of control, possibly resulting in a crash.

Cause:

Improper weld which holds the mounting tab to the shock body.

Corrective Action:

MCI strongly encourages owners of the D4005 and D4505 model coaches listed below to implement the specified steps in this procedure as soon as possible.

59048	59049	59057	59058	59308
59017-59021	59025	59026	59050-59052	59059-59079
59083-59086	59089	59090	59128	59129
59133-59138	59141	59143	59145	59147
59149	59151	59152	59154	59156
59158	59160	59162	59163	59165
59167	59169	59171	59173	59174
59176	59178	59180	59182	59184
59185	59187	59189	59191	59193
59195	59196	59198	59200	59212
59214-59219	59232	59233	59241	59242
59244	59247	59276-59280	59296-59299	

Parts

Qty.	New P/N	Description
1	3L-12-144	Shock, Stabilus Bloc-O-Lift
1	03-15-7738A	Verification Form, (Must be Returned to MCI, One Per Coach)

Service Procedure:



Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Turn the main battery disconnect switch to the OFF position. Chock both sides of the tires.
2. Implement the inspection and replacement procedures in the attached National Seating Service Bulletin #NSC22955401.

Procedure complete.

Mail or fax the completed warranty claim form to MCI's warranty department, or photocopy and mail it to:

MCI Fleet Support
Attn: Warranty Department
7001 Universal Coach Drive
Louisville, KY 40258
Fax Number 1-800-360-8886

to receive credit for the hours used to complete this task. Contact the MCI Fleet Support Technical Center at 1-800-241-2947 for any further information.

Field Change Program Conditions:

The parts required for this change will be supplied without charge.

A labor allowance of **0.10 hours** will be granted, for the procedure of inspecting the seat base bar code tag on D4005 and D4505 model coaches.

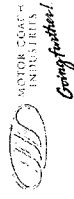
A labor allowance of **0.80 hours** will be granted, for the procedure of replacing the shock on D4005 and D4505 model coaches.

This labor allowance will be credited to your MCI Fleet Support Parts Account on receipt of the attached "MCI Field Change Program Verification Form" and a "Warranty Claim Form" as detailed in your Owner Warranty manual to MCI's Warranty department. A "MCI Field Change Program Verification Form" needs to be submitted for each VIN affected. Photocopy the attached "MCI Field Change Program Verification Form" as required for the number of affected coaches in your fleet.

Motor Coach apologizes for any inconvenience resulting from this campaign, but urges you to implement this change as soon as possible.

Sincerely,

Motor Coach Industries
U.S. and Canadian Service Departments.



SAFETY RECALL NOTICE

CUSTOMER NAME
ADDRESS
CITY, STATE, ZIP CODE
COUNTRY

1700 EAST GOLF ROAD, SUITE 300, SCHLAUMBURG, IL 60173