



Product Recall

To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 11V-517 –SpectAL Push out Window Handle

Date: December 8, 2011

Enclosed are copies of the customer notification letter and the repair procedures for Recall 11V-517. This recall involves certain Saf-T-Liner C2 model school buses manufactured between July 26, 2011 and August 9, 2011. The defect involves the emergency vertical push out windows. Incorrect rivets may have been used to attach the handles that an occupant would use to open the window in the event of an emergency. If the handle is actuated during a non-emergency situation and detaches, the emergency window cannot be resecured, posing a risk that children may fall or climb out.

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 replacing the window stile containing the handle. It will take approximately .2 hour per window for this repair – (SRT 90-123). **Please contact SpectAL at 1-888-773-2825 to obtain your parts. NOTE: SpectAL has all parts packaged by body number; please have this information available when you call.**

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)



December 15, 2011

Recall 11V-517

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built has decided that a defect which relates to motor vehicle safety exists on certain Saf-T-Liner C2 model school buses manufactured between July 26, 2011 and August 9, 2011. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the emergency vertical push out windows. Incorrect rivets may have been used to attach the handles that an occupant would use to open the window in the event of an emergency. If the handle is actuated during a non-emergency situation and detaches, the emergency window cannot be re-secured, posing a risk that children may fall or climb out.

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 replacing the window stile containing the handle. It will take approximately .2 hour per window for this repair. **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.**

The postcard must be filled out and returned:

Once the vehicle has been completed

Once it has been determined that the vehicle does not need repair

If you no longer own the vehicle

If 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 Warranty Department 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. Owners may be liable for any progressive damage that results from its failure to complete campaigns within a reasonable time after receiving notification.

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 Warranty Department at (336)889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. If you believe that Thomas Built Buses has failed or is unable to remedy the defect without charge longer than 60 days, you may 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>. In Canada, if after contacting your dealer and/or Manufacturer Customer Service you have additional question with regards to this recall, you may contact Transport Canada – road Safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure



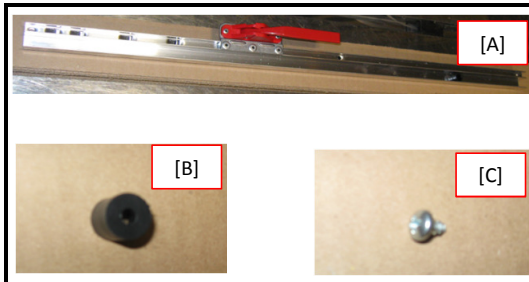
| INDEPENDENT INSTRUCTION INSTRUCTION INDÉPENDANTE | | | |
|---|-----|-----|---|
| II | 003 | REV | E |

**Handle side member change on vertical P/O, installed
Changement du coté de poignée, fenêtre d'urgence verticale installée**

WARNING / AVERTISSEMENT

Always follow all Federal, State, Local and Shop safety standards and use proper safety equipment when performing these procedures. Make sure to wear appropriate eye protection when using the tools to perform the repair. Bus must be parked on a level surface and wheels chocked. This procedure requires working from ladders or scaffolds to reach the top of the window on outside during repair. Observe all safety precautions to secure the bus from rolling and for use of ladders or scaffolds.

Toujours respecter les lois et règles de sécurité et utiliser les équipements de sécurité requis pendant l'exécution de ces procédures. S'assurer de porter des lunettes de sécurité pour les yeux, lorsque les outils sont utilisés pour effectuer la réparation. L'autobus doit être stationné sur une surface au niveau et les roues bloquées. Ces procédures nécessitent des échelles ou échafaudages pour atteindre la fenêtre du haut par l'extérieur. Observez toutes les mesures de précautions nécessaires pour empêcher le véhicule, ainsi que les échelles ou échafaudages, de bouger.



ENG
This kit should contain : Handle side member for replacement [A].
Optional items : Window stop [B] and screw [C] - depending on window's model - please refer to your vertical push-out currently installed on the bus.

FRA
Ce kit de réparation contient les éléments de remplacement suivants : Côté poignée fenêtre [A].
Items optionnels : Butée d'arrêt [B] et une vis [C] - selon le modèle de fenêtre - veuillez vous référer à la fenêtre présentement installée sur l'autobus et qui fera l'objet de remplacement.

| RECOMMENDED TOOLS | OUTILS RECOMMANDÉS |
|---|---|
| 1- Power drill | 1- Perceuse |
| 2- #2 square drill bit | 2- Embout de tournevis carré #2 |
| 3- Phillips drill bit (stop installed with screw) | 3- Embout de tournevis Phillips (butée de partie mobile installée avec vis) |




If you have any questions or uncertain about how to perform this repair, please contact SpectAL (1-888-773-2825) or an authorized dealer.

Si vous avez des questions ou si vous êtes incertains de la façon dont il faut effectuer cette réparation, veuillez appeler au numéro suivant SpectAL (1-888-773-2825) ou tout autre concessionnaire autorisé.



ENG
Select and open pushout window to replace part. Designate someone to hold top section (slider) of window firmly at all times while the handle side-member [D] of the window is being replaced.

FRA
Sélectionner et ouvrir la fenêtre d'urgence pour y remplacer le côté poignée de la fenêtre [D]. Désigner quelqu'un pour tenir la partie mobile tout au long du processus de changement de la pièce.

| | |
|---|---|
|  | <p>ENG <i>Make sure that top section (slider) of window is closed. Open pushout window. Using the #2 square bit & power drill, remove all four (4) screws [E] completely. Remove side member starting at the top. Remove spacer [F] at the bottom and set aside to reinstall later.</i></p> <p>FRA <i>Fermer la partie mobile de la fenêtre. Ouvrir la fenêtre d'urgence. À l'aide d'une perceuse et d'un embout de tournevis carré #2, retirer complètement les quatre (4) vis [E]. Enlever le coté à partir du haut. Enlever l'espaceur du bas [F], et conserver pour la réinstallation en étape subséquente.</i></p> |
|  | <p>ENG CAUTION: <i>Be sure that top sliding section [G] of window is being held in place and will not fall. Replace with new side member.</i></p> <p>FRA ATTENTION: <i>Assurez-vous que la partie mobile coulissante [G] soit bien maintenue en place pour ne pas qu'elle tombe. Remplacez le par le nouveau coté.</i></p> |
|  | <p>ENG <i>Line-up side-member properly and replace the four screws to secure window frame. Re-install new side-member, inserting the top first [H]. Reinstall spacer correctly [I], making sure that it is inserted all the way in the vertical side member of the window. Using the #2 square bit & power drill, reinstall the four (4) screws, with a torque of 50-54 lb-in. Make sure that no gasket is pinched.</i></p> <p>FRA <i>Aligner le coté avec les verres en l'enfonçant bien sur les verres. Ré-installer le bon côté, en insérant au niveau du dessus en premier [H]. Repositionner l'espaceur [I] et insérer complètement au fond du côté de fenêtre vertical. À l'aide d'une perceuse et d'un embout de tournevis carré #2, revisser les quatres (4) vis, avec un couple de serrage de 50-54 livres-pouce. S'assurer que les joints d'étanchéité ne sont pas coincés.</i></p> |
|  | <p>ENG <i>If applicable, select the right hole for the window stop position (refer to the part that has just been disassembled). Install the window stop with the screw [J] from the interior of the channel. Use the powerdrill & the philips drill bit.</i></p> <p>FRA <i>Si applicable, sélectionner la position de la butée de partie mobile (en vous fiant au coté préalablement retiré). Installez la butée de partie mobile en insérant la vis [J] de l'intérieur du profilé de la fenêtre. Utiliser le perceuse ainsi que l'embout de type philips.</i></p> |
|  | <p>ENG <i>Verify that both 'Red Latch-Handle' [K] and top section of sliding window [L] work and engage properly.</i></p> <p>FRA <i>Vérifier le bon fonctionnement de la poignée rouge [K] et des loquets du verre coulissant [L].</i></p> |