

## ***SERVICE BULLETIN***

Date	Vehicle Type	Issue Type	Bulletin Number
<b>2/23/11</b>	<b>Prodigy / Quest</b>	<b>Severe</b>	<b>11-002 / 11-003</b>

**VEHICLES AFFECTED**

All Starcraft Prodigy and Quest vehicles. Model year 2008 to Present.

**ISSUE**

This notice is being issued in response to RCAK-11V100-9646, a recall posted by National Highway Traffic Safety Administration on 2/19/11.

**ACTION**

Starcraft Bus will work in conjunction with our dealerships to remedy your bus or buses free of charge. Starcraft Bus dealerships will be repairing buses on a first come, first served basis. Bus repairs may be completed in 4 hours of their start time.

**SERVICE PROCEDURE**

Inspect interior ceiling panels to verify any missing adhesive. Panels will become loose if adhesive is not present between ceiling panels. If panels are missing adhesive, review procedure attached in this service bulletin.

Inspect exterior wall panels to verify rivets spaced more than 4” apart. Panels with rivet spacing more than 4” apart may be missing a structural adhesive. If panels have rivets spaced more than 4” apart, review procedure attached in this service bulletin.

**PROCEDURE**

Attached in this service bulletin.

**OPERATION DESCRIPTION - INTERIOR**

**TIME**

Remove light bars and other interior trims panels.	10:00.00 Sec.
Remove fasteners of interior ceiling panels.	05:00.00 Sec.
Pull leading edge of ceiling panel joint down and add ¼” wide 2-sided tape the entire width of the ceiling panel. Repeat for each ceiling panel.	15:00.00 Sec.
After 2-sided tape is applied to entire width of each ceiling panel add a ¼” bead of Sika 3131 structural adhesive to the inside of the ceiling panel the entire width of ceiling panel. Repeat for each ceiling panel.	15:00.00 Sec.
Using existing holes in the ceiling panels, replace all fasteners before adhesive is cured (about 5 minutes).	05:00.00 Sec.
Re-install light bars and other interior trims that were taken down.	10:00.00 Sec.
<b>Est. total for interior:</b>	<b>02:00:00.00 Sec.</b>

**OPERATION DESCRIPTION - EXTERIOR**

**TIME**

Drill a hole for a rivet every 1” on center down the lower edge of the rub rails that are located at floor height on both sides of the bus.	30:00.00 Sec.
Drill a hole for a rivet every 1” on center down the edge of joining metal panels located between the rear cap and rear window on both sides of the bus.	05:00.00 Sec.
Drill a hole for a rivet every 1” on center down the edge of joining metal panels located between the front cap or entry door and front window on both sides of the bus.	05:00.00 Sec.
Drill a hole for a rivet every 1” on center down the edge of joining metal panels located on the rear wall below the rear door and above the rear bumper.	05:00.00 Sec.
Place a rivet in each hole in the metal panels and fasten closed.	20:00.00 Sec.
After all rivets are installed; seal top of the rivet heads and prep for paint.	25:00.00 Sec.
After all rivets are prepped; color match rivets yellow, black, white or any other color depending on the color around the other rivets.	30:00.00 Sec.
<b>Est. total for exterior:</b>	<b>02:00:00.00 Sec.</b>



