

SERVICE PROCEDURE

**G-11514
AUGUST 2011**

**SUBJECT: NONCOMPLIANCE RECALL
REAR EXIT DOOR REFLECTIVE TAPE on certain
BE, CE, and FE model school buses built 11/1/06
thru 5/31/11 with rear exit door feature code
47NWD**

NONCOMPLIANCE DESCRIPTION

The suspect buses may have been built without reflective tape on either side of the rear exit door as required per FMVSS 217 S5.5.3(c). This noncompliance may reduce the conspicuity of the rear exit door reducing the ability of emergency personnel to identify and gain access to the rear exit and possibly increasing the passenger's risk of personal injury or death during an emergency.

MODELS INVOLVED

This Safety Recall involves certain BE, CE, and FE model school buses built 11/1/06 thru 5/31/11 with rear exit door reflective tape feature code 47NWD.

PARTS INFORMATION

Part Number	Part Description	Quantity
2212811C1	STRIPING, REFLECTIVE, 3M FLUORESCENT DIAMOND GRADE 1 IN WD YL	See Note
<p>Note: Part number 2212811C1 is a roll of 150 feet of striping. Each bus will require approximately 11 feet to repair. To repair 1 to 13 buses, order quantity = 1 To repair 14 to 26 buses, order quantity = 2 To repair 27 to 39 buses, order quantity = 3</p>		

SERVICE PROCEDURE

WARNING! PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE AND BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY AND/OR DEATH.

WARNING! ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE. FAILURE TO DO SO MAY RESULT IN SERIOUS EYE INJURY.

1. Overview: The suspect buses may have been built without the required reflective tape adjacent to the vertical openings of the rear emergency door. The repair consists of installing this tape.



As Built – No vertical reflective tape on the sides of the door.



Repaired – Vertical reflective tape installed on the sides of the door.

2. Make sure that the surface to which the reflective tape will be applied is clean and free from any grease or foreign substance.
3. Cut a length of tape that will cover the vertical surface from the top of the door to the bottom. Do not overlap the existing striping.
4. Remove the film backing from the first two inches of the tape and attach the end of the tape to the bus starting at the top just below the doors drip trough.
5. Continue moving the film backing and smooth the tape into place starting at the attached end and moving to the other end.



Work top to bottom, peeling off film backing and affixing it to the bus body

6. Run over the reflective tape with a squeegee making sure all edges are affixed.
7. Repeat tape installation on the other side of the door.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-11514-1	Inspect Only – No Repair Required	0.2
A40-11514-2	Inspect and Install Striping	0.3

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

DO NOT REMOVE	
INTERNATIONAL	
Campaign No.	
VIN	Eng.#
COMPLETED	
Service Location Code #	
DO NOT REMOVE	

ADMINISTRATIVE/DEALER RESPONSIBILITIES

WARRANTY CLAIMS

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP Enter number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
1. Inspected (No repair required).						
2. Inspected and repaired.						
3. Defective part from parts stock.						
WARRANTY (Warranty Code) Enter 40.						
TYPE PART Enter P for type part causing failure.						
PAD Enter 100						

UNITED STATES AND POSSESSIONS

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement

with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

CANADA

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

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and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

EXPORT

Export Distributors should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

NAVISTAR, INC