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Compliance Dept.

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# ***SERVICE PROCEDURE***

G-12520

July 2012

**SUBJECT: NON-COMPLIANCE RECALL**  
**Roof-Mounted Emergency Exit on certain CE, and RE bus models built 01 April 2011 thru 31 March 2012 with ProLo roof-mounted emergency exits produced by Specialty Manufacturing Inc. (SMI).**

## **DEFECT DESCRIPTION**

The SMI ProLo emergency roof-mounted exit may require a force greater than specified in Federal Motor Vehicle Safety Standard 217 when attempting to open the exit. In the event of an emergency, passengers may not be able to exit the bus quickly, which could increase the risk of personal injury or death.

## **MODELS INVOLVED**

This Non-Compliance recall involves certain BE, CE, and RE bus models built 01 April 2011 thru 31 March 2012 with ProLo roof mounted emergency exits produced by Specialty Manufacturing (SMI).

## **PARTS INFORMATION**

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
8900232R91	SMI Kit For ProLo Hatch	1 per hatch

**Table 1**

**PART NUMBER** contains the following parts:

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
SMI #008956	Rear Support, Nylon Black	1
SMI #008993	Spring, Anti-Rattle (½ X 3/8)	2
SMI #009457	Screw #8-18 X 0.5 in PPH "B", Zinc Plate	4
NPN	SMI Instruction Sheet	1

**Table 2**

## **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.**

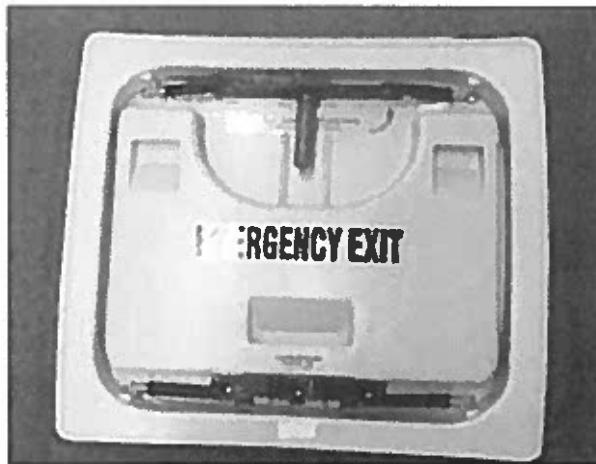
**WARNING! If the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over, potentially resulting in property damage, personal injury, and/or death.**

**WARNING! Always wear safe eye protection when performing vehicle maintenance. Failure to do so may result in serious eye injury.**

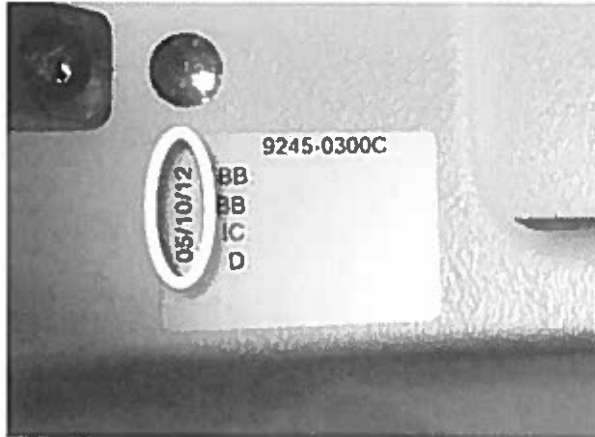
**WARNING! Keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases. Failure to do so may result in property damage, personal injury, and/or death.**

**WARNING! Remove the ground cable from the negative terminal of the battery box before disconnecting any electrical components. Always connect the ground cable last. Failure to do so may result in property damage, personal injury, and/or death.**

1. Park vehicle on flat surface, shift transmission to park or neutral, set parking brake, and block wheels to prevent vehicle from moving in either direction.
2. Inspect label just to right of handle on latch lid for build date to determine if hatch was manufactured from 01 April 2011 through 25 March 2012. (Figure 1 and Figure 2).



**Figure 1**



**Figure 2**

3. If hatch was manufactured between dates listed in step 2, proceed to step 4 and replace hatch rear support receiver. Otherwise, proceed to step 5.
4. Please refer to SMI repair instructions included with this letter for each roof-mounted exit on the bus.
5. Remove wheel blocks.

## **END OF SERVICE PROCEDURE**

### **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-12517-1	Inspection only	0.2
A40-12517-2	Replace ProLo Receiver Bracket; First Roof Hatch Per Unit (includes inspection)	0.3
A40-12517-3	Replace Each Additional ProLo Receiver Bracket; If Equipped With Multiple Hatches	0.1

**Table 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

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 12517.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

As with all claim submissions, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (bag of cable tie straps, roll of wire, barrel of oil, tube of silicone, etc.) should be prorated for the cost of the individual pieces/amount used during each repair.

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.

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.

## **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.**



# # 009493K

## ProLo Hatch Rear Support Receiver Replacement Instructions

**Tools Needed:** Electric screw driver with Phillips head bit

**Parts Needed:** ProLo Hatch Rear Support Receiver Kit # 009493K (1- 008956 plastic receiver, 2-Anti-rattle springs, 4-Phillips head screws , 1-Instructions)

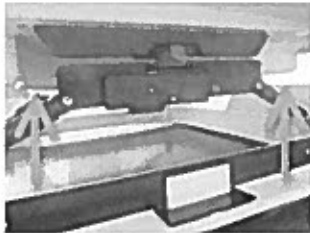
**Step 1:** Rotate the red handle counter clockwise 90 degrees to the release position.



**Step 2:** The red release handle must be in this position for the hatch to open.



**Step 3:** Push the hatch lid open separating the metal bracket from the plastic receiver (rear support bar)



**Step 4:** Using an electric screwdriver with a Phillips head bit, remove the four (4) screws holding the plastic receiver to the lid and discard the screws



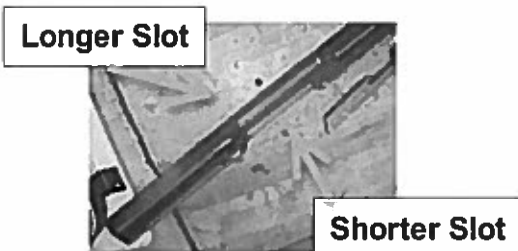
**Step 5:** Remove the receiver from the lid and discard.



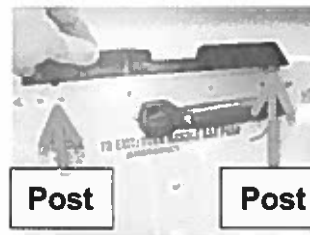
**Step 6:** Remove the Plastic Receiver and two (2) Anti-rattle springs from the parts kit. Place the two (2) springs in the holes on the back side of the new receiver.



**Step 7:** Turn the receiver over and note the slot widths.



**Step 8:** Place the receiver against the lid. The shorter slot should be closest to the handle. There are two posts on the underside of the receiver. Rotate the receiver into position and match the posts with the mating holes on the lid.





# ProLo Hatch Rear Support Receiver Replacement Instructions

Step 9: Rotate the handle clockwise to secure the receiver to the lid.



Step 10: Using the electric screw driver with Phillips head bit, fasten the four (4) screws into the holes in the receiver. Tighten each until the screw is fully seated. Do Not Over Tighten Screws



Step 11: Rotate the handle 90 degrees counter clockwise and guide the metal bracket into the groove on the plastic receiver.

Step 12: Close the lid and rotate the red handle 90 degrees clockwise to secure the lid and ensure proper alignment of the receiver and metal bracket on the lid to the red handle.



Step 13: Verify proper installation. With the lid closed, rotate the red handle counter clockwise 90 degrees. The metal bracket should release slightly from the plastic receiver.

Step 14: Close the lid, guide the metal bracket into the groove on the plastic receiver (as shown in Step 12). Rotate the red handle 90 degrees clockwise to secure the lid (as shown in Step 13). The replacement is complete.



**For Technical Support, Email: [tech.support@smiglobal.net](mailto:tech.support@smiglobal.net)**

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