

## IMPORTANT SAFETY RECALL NOTICE

### This Notice Applies To Your Vehicle \_\_\_\_\_

VIN#

Dear Bus Owner:

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

Tiffany Coach Builders has determined that a defect which relates to motor vehicle safety exists in your electric door actuator.

### **! IMPORTANT !**

Your Electric Door Opener PC Board is being recalled

#### **Why is a recall being conducted?**

We are aware of one model of PC board with the potential of overheating. This PC Board (Model 3230) was supplied to and installed on certain A&M Systems Door Headers, manufactured on August 1, 2009 through March 31, 2010. Additionally, PC Boards that were field replaced during this time period could be affected and will need to be inspected. The situation could cause the PC board to overheat, increasing the risk of a fire.

#### **• WHAT ARE WE DOING ABOUT THE PROBLEM?**

#### **• WHAT SHOULD WE DO?**

#### **• WHAT IF YOU NO LONGER OWN THE BUS?**

#### **• WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS**

We are offering a free replacement PC Board to replace any model 3230 Board currently installed on a door actuator plus labor of up to (1) hour. For your reference enclosed you will find information from A&M Systems, Inc.

Refer to A&M Systems, Inc. Technical Bulletin DOC00039 for complete details of identifying and replacement of the effective PC Boards.

If you no longer own the vehicle, please forward the new owner information to:

A&M Systems, Inc.	Tiffany Coach Builders
4121 Eastland Drive	23129 Cajalco Road
Elkhart, IN 46516	Perris, CA 92570

For any further information or questions please contact:

Nicole Luken  
Ph: 574-522-5000 ext 15  
nluken@anmsystems.com

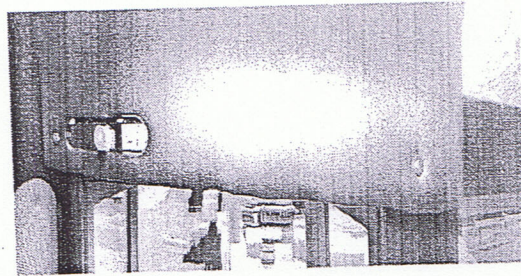


February 26, 2014

Two whom it may concern:

It has come to our attention that a safety recall on the swing door module (model 3230 PC Board). It has the potential of overheating and causing a short circuit. This module is located on your door header of your swing doors (see attached pic). We are notifying all bus owners that have the possibility of having this issue. See attached for procedures on how to identify and get a replacement module. This recall applies to Tiffany E450 and F550 limo/shuttle busses only.

(Remove header cover, some are vinyl some carpet)



*Screws are up 2" from bottom  
2" in from left and 4" in from*



**If you are the lessor of this vehicle,** Please forward a copy of this notice to the lessee within ten days to comply with federal regulation. If you have already paid to have your PC Board repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, please review the enclosed instructions or call the telephone number listed above for more information. If all other resources are unsuccessful, please contact Tiffany Coach Builders at the number listed below.

If after having attempted to take advantage of this recall you believe you have not been able to have your PC Board remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Tiffany Coach Builders

# IMPORTANT SAFETY RECALL NOTICE

Dear Bus Owner:

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A&M Systems, Inc. has decided that a defect which relates to motor vehicle safety exists in your electric door actuator.

## **! I M P O R T A N T !**

Your Electric Door Opener PC Board is being recalled

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We are aware of one model of PC Board with the potential of over-heating. This PC Board (Model 3230) was supplied to and installed on certain A&M Systems Door Headers manufactured from August 1, 2009 through March 31, 2010. Additionally, PC Boards that were field replaced during this time period could be affected and will need to be inspected. The situation could cause the PC Board to overheat, increasing the risk of a fire.

### **What are we doing about the problem?**

We are offering a free replacement PC Board to replace any model 3230 board currently installed on a door actuator plus labor of up to one (1) hour.

### **What should you do?**

Refer to A&M Systems, Inc. Technical Bulletin DOC00039 for complete details of identifying and replacement of the effective PC Boards.

### **What if you no longer own this Bus?**

If you no longer own the vehicle please forward the new owner information to:  
A&M Systems, Inc.  
4121 Eastland Drive  
Elkhart, IN 46516.

Who should you contact  
if you have further  
questions or concerns?

For any further information or questions please contact:  
Nicole Luken  
Ph: 574-522-5000 ext. 15  
[nluken@anmsystems.com](mailto:nluken@anmsystems.com)

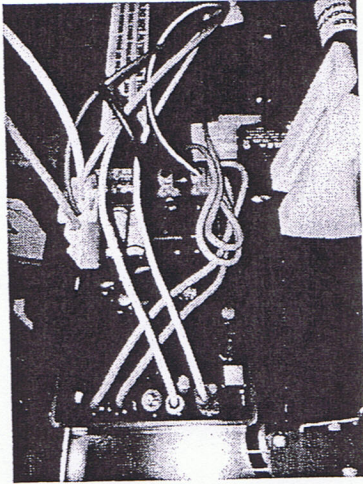
If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations. If you have already paid to have your PC Board repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, please review the enclosed instructions or call the telephone number listed above for more information.

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Sincerely,

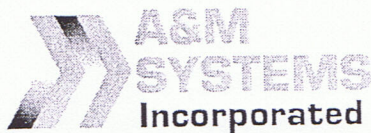
A&M Systems, Inc.



(Module is held down with double sided tape)

*Module is held in place by double side tape.*

23129 Cajalco rd. Perris, Ca.92570 951-657-2680 office 951-443-3431fax



## TECHNICAL BULLETIN DOC00039

We are aware of one model of PC Board with the potential of over-heating. This PC Board (Model 3230) was supplied to and installed on certain A&M Systems Door Headers manufactured from August 1, 2009 through March 31, 2010. Additionally, PC Boards that were field replaced during this time period could be affected and will need to be inspected. While these reports are few, the over-heating situation could cause the PC Board to burn in extreme cases. As a result we are sending this Technical Service Bulletin to help you identify and replace this PC Board.

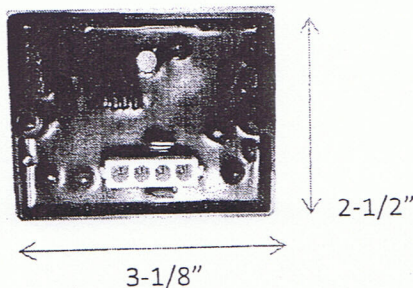
**Only the Model 3230 PC Board has shown the potential to over-heat. Please be aware of the importance of this Technical Bulletin. Your prompt attention to this is highly recommended and should be completed no later than December 31, 2013.**

How to Identify the 3230 PC Board

1. The Model Number of the PC Board is located on the Information label that is on the outside edge of the tray.



2. The physical size of the 3230 PC Board Tray is 3 1/8" x 2 1/2". All other PC Board models used by A&M Systems have larger trays.



# TECHNICAL BULLETIN DOC00039

Continued:

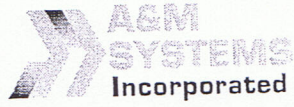
How to get a replacement PC Board

When you are sure the PC Board is a model 3230 contact the Warranty Administrator with A&M Systems, Inc. at 574-522-5000 ext. 15 to request a replacement board, replace as follows:

1. Remove PC board from Header – PC Board is attached to Header plate with double face tape.
  - a. Unplug the four-pin connector feeding the board.
  - b. Unplug the blue wires from the open limit switch.
  - c. Remove the board by twisting and pulling the board off the header plate.
2. Remove the Information Label from the 3230 Model PC Board showing the 3230 Model number on the label.
3. Record the following from the removed PC Board:
  - a. The scribed information from the outside edge of the board \_\_\_\_\_.
  - b. Header Model \_\_\_\_\_.
  - c. Header S/N \_\_\_\_\_.
  - d. Vehicle VIN \_\_\_\_\_.
4. Cut the two blue wires near the base and using the pre-addressed, postage paid enclosed envelope, send the label, the clipped wire harness and this form to:

A&M Systems, Inc.  
4121 Eastland Drive  
Elkhart, IN 46516

5. Replace the existing fuse powering the PC Board with a 20 amp fuse.



SERVING THE BUS TRANSPORTATION INDUSTRY

August 1, 2013

To Whom It May Concern:

Enclosed you will find the Technical Bulletin DOC00039 which explains the inspection and replacement of the model 3230 PC Board. It is requested that you will share this document with those who have responsibility of disseminating this information.

4121 Eastland Dr.  
Elkhart, IN 46516  
Phone: 574-522-5000; FAX: 574-522-9099