



Diamond Coach
2300 West 4th Street
PO Box 489
Oswego, KS 67356
620.795.2191
www.diamondcoach.com

IMPORTANT SAFETY RECALL

Dear Diamond Coach Owner: [REDACTED]
Build Order Number: 16042
This notice applies to your vehicle, VIN: [REDACTED]
NHTSA Recall No: 24V-360

This notice is sent to you in accordance with the National Highway Traffic and Motor Vehicle Safety Act.

Diamond Coach has decided that certain 2023-2024 VIP 2200 Diamond Coach Buses equipped with Freedman Seating Company GO-ES Space Saver Foldaway Seats fail to conform to Federal Motor Vehicle Safety Standard NO. 210, "Seat Belt Assembly Anchorages." The Freedman Seating Company GO-ES Space Saver Foldaway Seats may have a defect which may increase the risk of occupant injury in the event of vehicle collision. The recliner mechanism may not engage when the seat back is fully reclined. The seat back could release when force is applied to the shoulder belt, increasing the risk of injury during a crash.

Your bus, identified above, is affected. The seats will be inspected and repaired by following Freedman recall 24E-026 and service instructions 20240130. The expected time to complete the repair is 15 minutes per seat. To correct this condition please follow the accompanied safety recall letter and service instructions from Freedman Seating Company recall no. 24E-026.

We regret any inconvenience this action may cause you. However, we are concerned about your safety and highly recommend you follow the accompanying safety recall letter from Freedman Seating Company. If you have difficulty getting the repair made through Freedman Seating Company, then Diamond Coach will assist you. Call 1-800-442-4645.

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive reimbursement for the cost of repairs made prior to receiving this notice. Please follow Freedman Seating's instructions on how to file a claim in the accompanying recall notice 24E-0267.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590. You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-800-4247-9153); or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

MOVING PEOPLE SAFELY, COMFORTABLY, AND WITH STYLE!!!

Visit our website @ www.diamondcoach.com

**IMPORTANT SAFETY RECALL
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
NHTSA RECALL NO: 24E026**

May 1, 2024

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

Freedman Seating Company (FSC) has decided that a defect which relates to motor vehicle safety exists in certain GO-ES Spacesaver Foldaway Seats manufactured between December 11, 2023 and January 31, 2024. The seat back cushion may become disengaged from the dump mechanism when there is a high load applied to the shoulder portion of the seat belt.

Upon receipt of this Recall Notice, FSC is requesting you provide notification of this Product Recall of the subject seats to your Dealer and Customer/Owner.

To correct this condition, we have developed a simple inspection procedure. If the seat does not pass the inspection then there is an easy remedy. A document and video describing the inspection can be found here:

<http://www.freedmanseating.com/recall/24e026/>

If during the inspection procedure, the seat was found non-compliant, written and video instructions on how to do the repair can be found in the above link. Written instructions are also being sent with this letter.

The repair is expected to take approximately 15 minutes per seat. FSC will reimburse the cost of repairs related to this recall. No parts should be required.

FREEDMAN

SEATING COMPANY

Upon completion of the recall repair work the Customer **must** file a claim with FSC Customer Service for reimbursement referencing FSC Recall #24E026 on the claim.

FSC Recall Contact:

Terry Gogins or Anthony Lee
Customer Service Representative
Freedman Seating Company
4545 W Augusta Blvd
Chicago, IL 60465
800-443-4540

Terry.gogins@freedmanseating.com

Anthony.lee@freedmanseating.com

The form found in the link below must be completed whether repair work was needed or not so that we have a record indicating the vehicle participated in this recall.

<http://www.freedmanseating.com/recall/24e026/>

Should you have any vehicle(s) in inventory that require recall repair work please make certain these vehicles are corrected prior to sale. 49 CFR 577.13 states it is a violation of Federal law for a manufacturer/dealer to deliver a new motor vehicle covered by this notification under sale or lease until the defect is remedied.

If you have any questions pertaining to this recall, please call FSC Customer Service at 800-443-4540. If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590. You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for your prompt review.

David Klopp

Director of Quality, Testing & Compliance

Freedman Seating Company

Office: 773-524-2440 x241

Dave.klopp@freedmanseating.com



GO-ES SpaceSaver Foldaway Service Instructions

20240130

© Freedman Seating Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.

Overview

Inspection

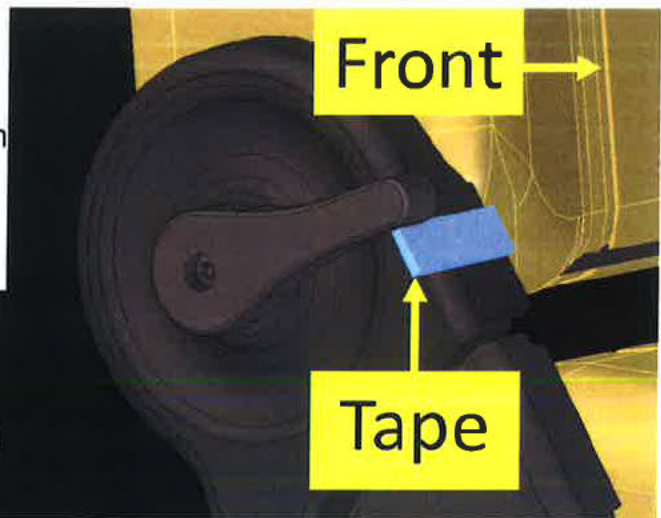
Rework

© Freedman Seating Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.

Inspection Step 1

Bring seat back cushion from stowed position (seat back cushion is folded down against seat cushion) to first engagement point of the back lock (most upright position of the seat back cushion)

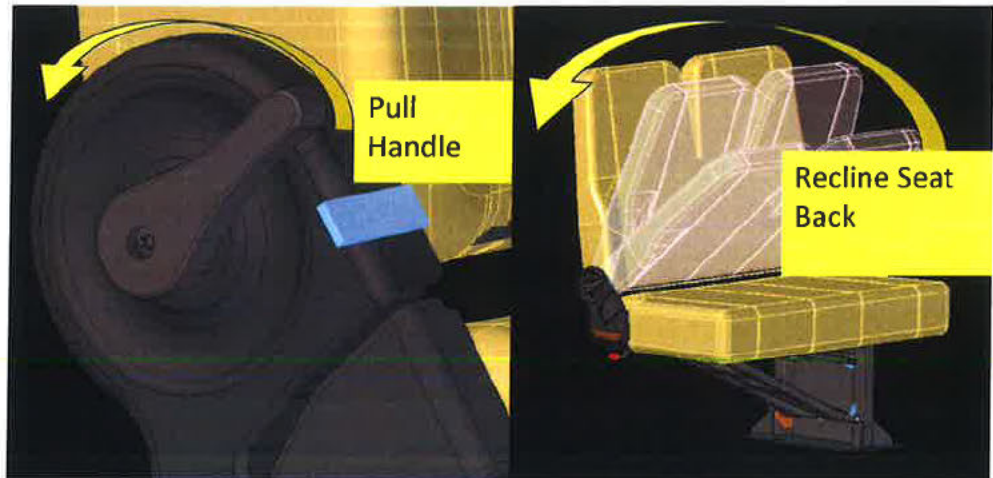
Add a piece of tape on the dump cover shroud so that it touches the handle



© Freedman Sealing Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.

Inspection Step 2

Pull the handle to release the seat back and actuate the back into the most reclined position



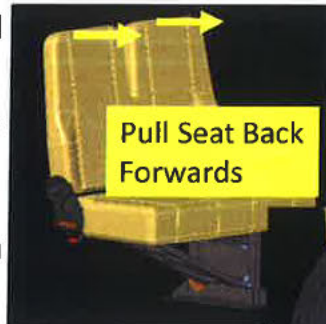
© Freedman Seating Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.

Inspection Step 3

Release handle and pull seat back forward

If handle returns back to original position, no additional work needed

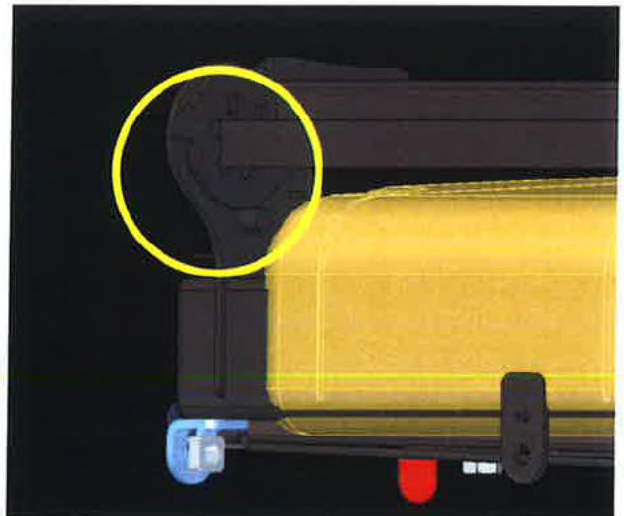
If handle does not return back to the original position then seat will need to be reworked



© Freedman Seating Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.

Rework Step 4

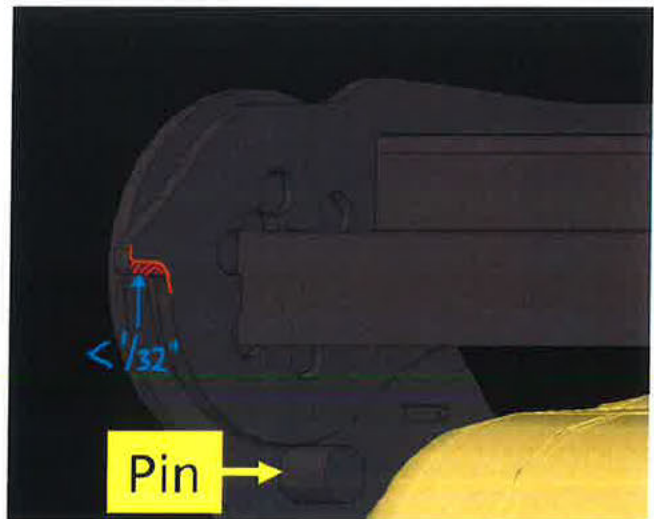
Fold the seat back down to the cushion to expose the stop brackets



© Freedman Seating Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.

Rework Step 5

On the stop bracket adjacent to pin, use a Dynafile or similar tool to grind off up to 1/32" off of the face of the stop



© Freedman Sealing Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.

Rework and Final Inspection Step 6

Repeat step 3 to recheck handle and if necessary repeat steps 4-5 to get handle to appropriately lock

© Freedman Sealing Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.



Thank you

Will O'Connor

Lead Engineer – New Product Design

(773)-524-2440x321 / Will.OConnor@FreedmanSeating.com

© Freedman Seating Company. All rights reserved. Information contained in this document is indicative only. No representation or warranty is given or should be relied on that it is complete or correct or will apply to any particular project. This will depend on the technical and commercial circumstances. It is provided without liability and is subject to change without notice. Reproduction, use or disclosure to third parties, without express written authorization, is strictly prohibited.

www.freedmanseating.com

