



Product Recall

To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 12V-296/297 2012-261/262 –SMI ProLo Roof Escape Hatch

Date: August 2012

Enclosed are copies of the customer notification letter and the repair procedures for Recall 12V-296/297. This recall involves certain Saf-T-Liner EF, HDX, C2 and Minotour model school and non-school buses manufactured between April 5, 2011 and April 23, 2012. The noncompliance involves increased friction between the rear plate assembly and nylon receiver on ProLo roof hatches resulting in an opening force that may exceed the 40 pound FMVSS 217 requirement. In the event of an emergency, a noncompliant hatch may not provide a means of readily accessible egress, increasing the risk of injury to the vehicle occupants.

This is a universal notification sent to all dealers. You may or may not have customers in your area affected by this recall. If owners in your area are subject to this recall, we have enclosed a printout listing those customers' names and addresses. If there is not a printout enclosed according to our records there are no units in your area involved. **If you have a printout and any of the units on it are still in your possession it is your responsibility to ensure the recall is performed before the unit is delivered to the customer.**

The remedy will consist of replacing the nylon receiver on the ProLo hatch. It will take approximately .2 hour per hatch to complete this repair – (SRT 90-124). **Please contact Specialty Manufacturing Group at 1-800-951-STOP (7867) to obtain your parts.**

Thomas Built Buses has elected to notify all customers directly. Your customers will be contacting you to schedule an appointment for repairs. Reimbursement for labor, (if requested) may be obtained by filing a warranty claim.

If you know of any customers who own or operate a Thomas bus in this recall, whose name and address is NOT listed or is INCORRECTLY listed on the enclosed printout, please promptly notify Thomas Built Buses of that additional information in writing. Thank you for your cooperation and assistance.

Tracy

Enclosures: Customer Letter Repair Procedure Printout (if applicable)



August 2012

Recall 12V-296
TC 2012-261

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built has decided that a noncompliance which relates to motor vehicle safety exists on certain Saf-T-Liner EF, Minotour, Saf-T-liner HDX, and Saf-T-Liner C2 model school buses manufactured between April 5, 2011 and April 23, 2012.

The noncompliance involves increased friction between the rear plate assembly and nylon receiver on ProLo roof hatches resulting in an opening force that may exceed the 40 pound FMVSS 217 requirement. In the event of an emergency, a noncompliant hatch may not provide a means of readily accessible egress, increasing the risk of injury to the vehicle occupants

To arrange for repairs, you should contact your local Thomas Built Bus dealer immediately. Thomas will remedy this noncompliance without charge. The remedy will consist of replacing the nylon receiver on the ProLo hatch. The repairs should take approximately .2 hour per hatch to complete.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days.

Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Warranty Department at (336) 889-4871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com. Owners may be liable for any progressive damage that results from its failure to complete campaigns within a reasonable time after receiving notification.

If the defect is not remedied without charge and within a reasonable time which is not longer than 60 days after you tender the vehicle for repair, also please contact the Warranty Department at (336)889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. If you believe that Thomas Built Buses has failed or is unable to remedy the defect without charge longer than 60 days, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or phone the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>. In Canada, if after contacting your dealer and/or Manufacturer Customer Service you have additional question with regards to this recall, you may contact Transport Canada – road Safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure



August 2012

Recall 12V-297
TC 2012-262

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built has decided that a noncompliance which relates to motor vehicle safety exists on certain Saf-T-Liner EF, Minotour, Saf-T-liner HDX, and Saf-T-Liner C2 model non school buses manufactured between April 5, 2011 and April 23, 2012.

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Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure



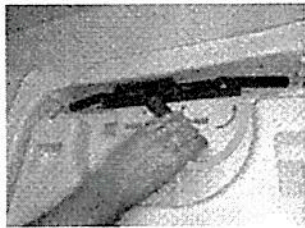
009493K

ProLo Hatch Rear Support Receiver Replacement Instructions

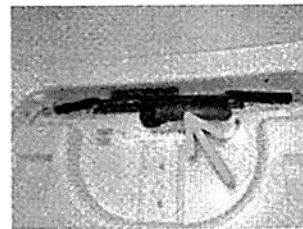
Tools Needed: Electric screw driver with Phillips head bit

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

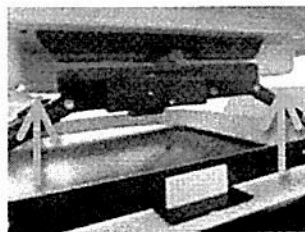
Step 1: Rotate the red handle counter clockwise 90 degrees to the release position.



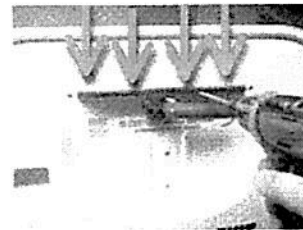
Step 2: The red release handle must be in this position for the hatch to open.



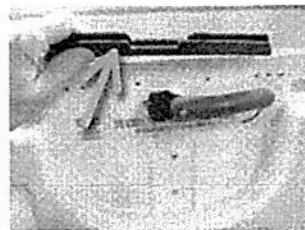
Step 3: Push the hatch lid open separating the metal bracket from the plastic receiver (rear support bar)



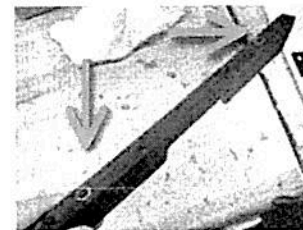
Step 4: Using an electric screwdriver with a Phillips head bit, remove the four (4) screws holding the plastic receiver to the lid and discard the screws



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

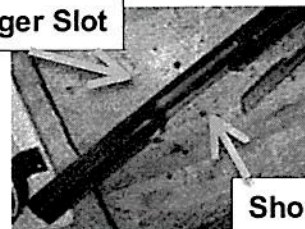


Step 6: Remove the Plastic Receiver and two (2) Anti-rattle springs from the parts kit. Place the two (2) springs in the holes on the back side of the new receiver.



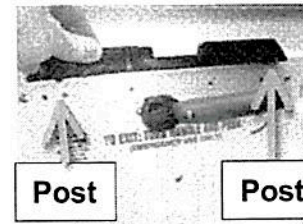
Step 7: Turn the receiver over and note the slot widths.

Longer Slot



Shorter Slot

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.



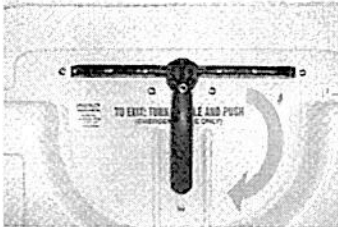
Post

Post

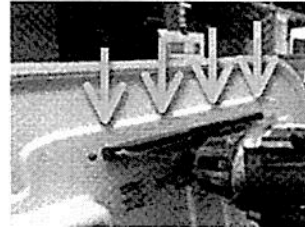


ProLo Hatch Rear Support Receiver Replacement Instructions

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



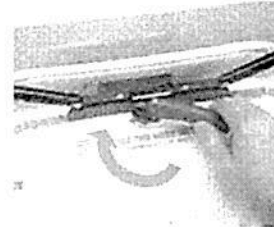
Step 10: Using the electric screw driver with Phillips head bit, fasten the four (4) screws into the holes in the receiver. Tighten each until the screw is fully seated. Do Not Over Tighten Screws



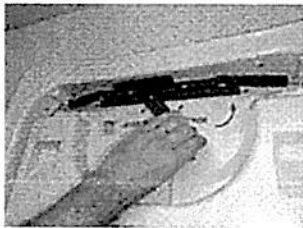
Step 11: Rotate the handle 90 degrees counter clockwise and guide the metal bracket into the groove on the plastic receiver.



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

Specialty Manufacturing Group, Inc.
10200 Pineville Rd, Pineville, NC 28134
Toll Free 800-951-STOP (7867)
Phone 704-889-7518
Fax 704-889-2760
<http://www.smiglobal.net>

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