

# ***SERVICE PROCEDURE***

**13512R1  
OCTOBER 2013**

**SUBJECT: NON-COMPLIANCE RECALL  
IC Bus™ Passenger Seat Back Foam on Certain  
AE, BE, CE, and RE School Bus Models Built 11  
February 2010 through 17 June 2013 with IC Bus  
Seats.**

## **DEFECT DESCRIPTION**

The passenger seats may not fully conform to Federal Motor Vehicle Safety Standard No. 222 S5.3.2.2 or Canada Motor Vehicle Safety Standard No. 222 No. 12 (a) (b) General Performance Requirements. The lower outside corners of the seat back may not have sufficient padding to conform to all requirements of FMVSS 222 or CMVSS 222.

The following procedure outlines the installation of foam inserts into the lower outside corners of the seat backs to bring them into compliance.

## **REVISION STATEMENT**

This recall has been revised. Pay close attention to Step 6. Before servicing the bus, check its repair history to see if any seats have had seat back foam replaced. The replacement foam will not allow proper installation of the foam inserts required for this repair.

## **MODELS INVOLVED**

This non-compliance recall involves certain AE, BE, CE, and RE school bus models built 11 February 2010 through 17 June 2013 and equipped with IC Bus™ passenger seats.

## **PARTS INFORMATION**

**NOTE:** To complete this repair, order the Seat Back Frame Foam Kit 8900246R91. Seat Back Frame Foam Kit 8900246R91 contains 20 pieces of Seat Foam 4037743C1, which is enough to repair 10 seat assemblies.

On the warranty claim, charge the number of individual pieces (4037743C1) used in the repair. Do not charge the kit part number (8900246R91) on the warranty claim. Depending on the number of seats in each bus, you may require all of the Seat Foam 4037743C1 pieces in the kit(S) you ordered. DO NOT discard the unused Seat Foam 4037743C1 pieces from the kit. They should be retained for use on the next bus needing this repair.

| Part Number               | Part Description                         | Quantity     |
|---------------------------|------------------------------------------|--------------|
| (Order)<br>8900246R91     | Foam, Seat Back Frame (Kit)              | As<br>Needed |
| (Charge Out)<br>4037743C1 | Foam, Seat Back Frame (Individual Piece) | As<br>Needed |

## **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 PERSONAL INJURY AND / OR DEATH.

**WARNING!** ALLOW COMPONENTS IN ENGINE COMPARTMENT TO COOL BEFORE SERVICING ENGINE OR VEHICLE. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY AND / OR DEATH.

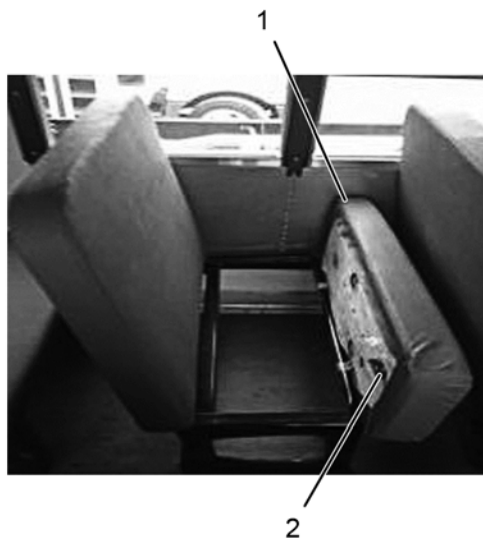
**WARNING!** KEEP FLAMES OR SPARKS AWAY FROM VEHICLE AND DO NOT SMOKE WHILE SERVICING THE VEHICLE'S BATTERIES. BATTERIES EXPEL EXPLOSIVE GASES. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH.

**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.

**NOTE:** Only IC Bus™ standard passenger seats require the following repair. The following seats do NOT require the repair:

- Non-track-mounted seats with no seats behind them
- Rear wall seats
- Seats forward of a crash barrier
- Seats having 3-point belts or child restraint systems
- BTI seats
- Seats supplied by C.E. White, Freedman, or IMMI

1. Bring vehicle into shop and park on flat surface.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Install wheel chocks.

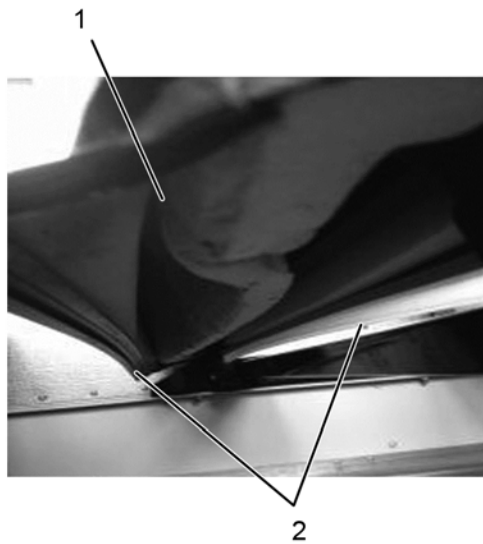


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**Figure 1. Seat Cushion Bottom.**

1. Seat cushion
2. Seat cushion latch

4. Reach under seat cushion (Figure 1, Item 1), unlatch (Figure 1, Item 2), and lift seat cushion to allow access to upholstery J-clip at bottom of seat back.



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**Figure 2. Seat Back Bottom.**

1. Seat back foam
2. Upholstery J-clip

5. At bottom of seat back upholstery, locate upholstery J-clip (Figure 2, Item 2), squeeze J-clip together, and unclasp.

**NOTE:** Inspection of existing foam can be performed visually or by touch.

6. If bus being serviced has had any seat back foam replaced, inspect foam.



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**Figure 3. Replaced Seat Back Foam.**

- a. Replaced seat back foam has a smooth square cut notch at affected area (Figure 3). No inserts are necessary. Proceed to Step 11.



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**Figure 4. Original Seat Back Foam.**

- b. Original seat back foam has a coarse bevel gut notch in affected area (Figure 4). Foam inserts must be installed. Proceed to Step 7.

**NOTE:** Foam inserts can be installed without lifting foam / upholstery (Figure 2) assembly. However, if lifting foam / upholstery assembly aids in installation process, slide foam / upholstery assembly up seat back frame slightly to expose installation area.



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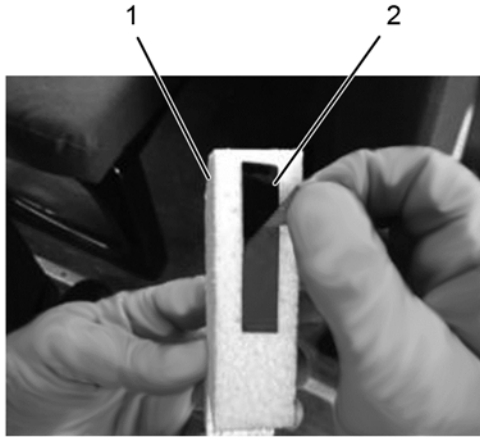
**Figure 5. Aisle-Side Insert Installation Point.**



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**Figure 6. Seat Back Pan.**

7. Using a clean rag, wipe installation points on aisle and wall side of seat back pan (Figure 5 and 6) to remove loose debris / dust.

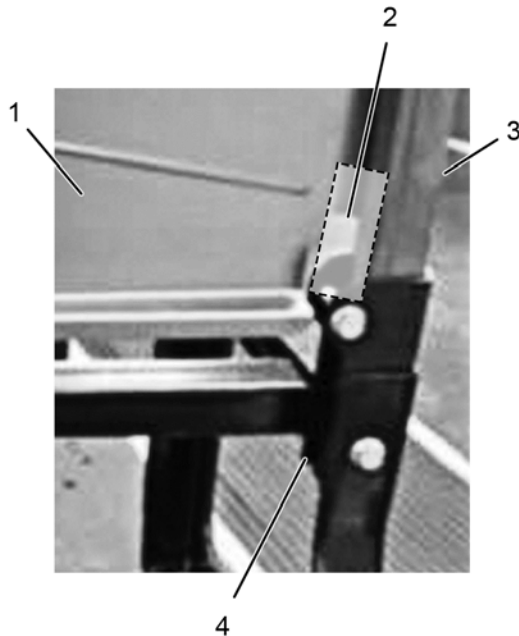


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**Figure 7. Foam Insert.**

1. Foam insert
2. Adhesive tape

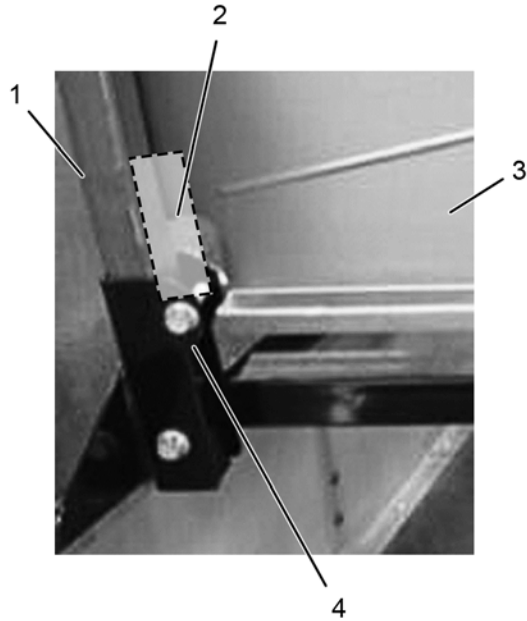
8. Remove adhesive tape (Figure 7, Item 2) from foam insert (Figure 7, Item 1).



**Figure 8. Aisle-Side Seat Back.**

1. Seat back pan
2. Foam installation point
3. Seat back outer frame square tube
4. Seat riser

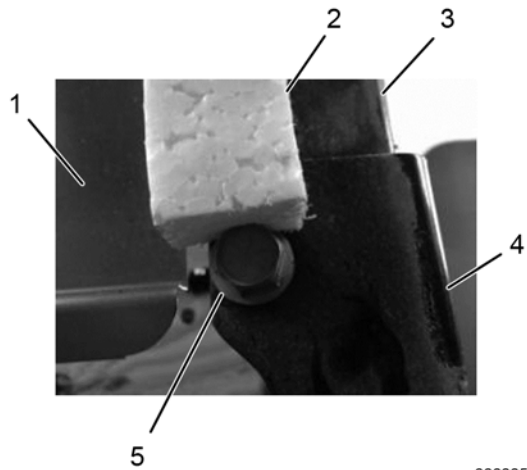




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**Figure 9. Wall-Side Seat Back.**

1. Seat back outer frame square tube
2. Foam installation point
3. Seat back pan
4. Seat riser



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**Figure 10. Aisle-Side Foam Installation.**

1. Seat back pan
2. Foam insert
3. Seat back outer frame square tube
4. Seat riser
5. Seat back upper mounting bolt

**NOTE:** Wall-side installation is in the same point on opposite side of seat back.

**NOTE:** Foam inserts can be installed without lifting foam / upholstery (Figure 2) assembly. However, if lifting foam / upholstery assembly aids in installation process, slide foam / upholstery assembly up seat back frame slightly to expose installation area.

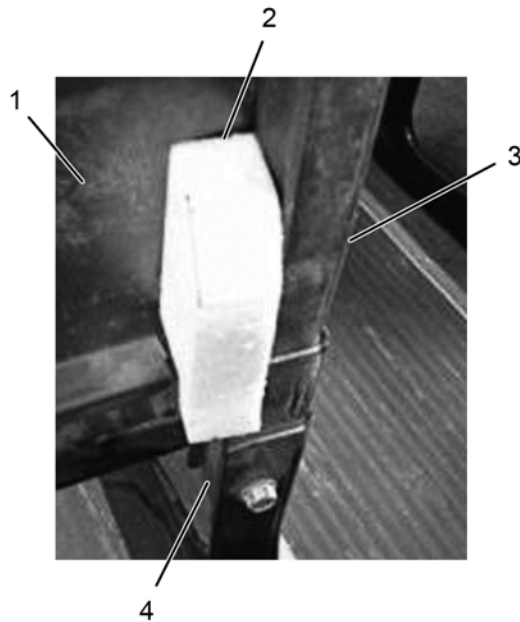
9. Secure foam insert (Figure 10, Item 2) on aisle-side seat back pan (Figure 10, Item 1), positioned outward against outer frame square tube (Figure 10, Item 3), and down against seat riser (Figure 10, Item 4) and seat back upper mounting bolt head (Figure 10, Item 5).



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**Figure 11. Foam Installation with Upholstery in Place.**

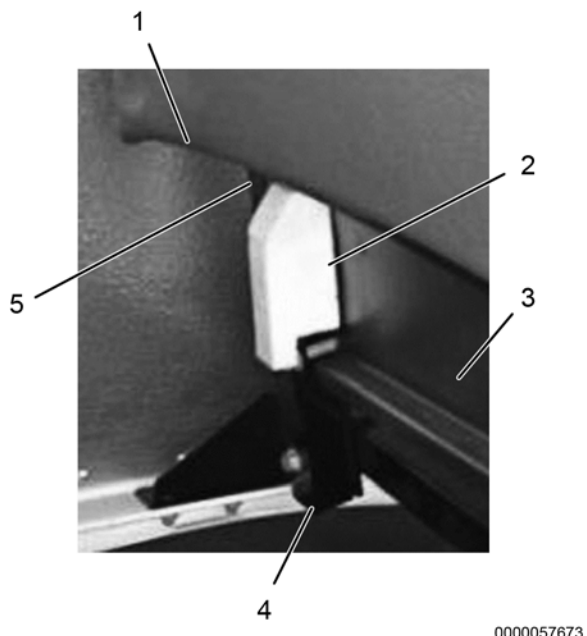
- a. Installation of foam block with foam / upholstery in place (Figure 11).
  - i. Pull foam / upholstery assembly outward.
  - ii. Reach between foam and seat back pan to position and adhere foam insert to seat back pan.



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**Figure 12. Aisle-Side Foam Installation with Upholstery Moved.**

1. Seat back pan
  2. Foam insert
  3. Seat back outer frame square tube
  4. Seat riser
- b. Installation of foam insert with foam / upholstery pulled upward (Figure 12).
- i. Slide foam / upholstery assembly up frame to expose lower area of seat back pan (Figure 12, Item 1).
  - ii. Position and adhere foam insert (Figure 12, Item 2) to back pan.



**Figure 13. Wall-Side Foam Installation with Upholstery Moved.**

1. Foam / upholstery assembly
2. Foam insert
3. Seat back pan
4. Seat riser
5. Seat back outer frame square tube

10. Repeat Steps 8 and 9 on wall side of seat back pan.

11. Reinstall seat back foam / upholstery assembly (Figure 13, Item 1) to installed position and reattach J-clip.

- a. To aid in reattaching J-clip, pull upholstery downward on seat back, roll front J-clip rearward under seat back, clip rear J-clip to forward section, and squeeze across entire length of J-clip to fully latch.

12. Close and latch seat cushion.

13. Repeat Steps 4 through 12 on remaining seats.

14. Clean any remaining material from unit.

15. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

## **LABOR INFORMATION**

**NOTE:** Use only one labor SRT according to the number of seats repaired.

| <b>Operation Number</b> | <b>Description</b>                               | <b>Time</b> |
|-------------------------|--------------------------------------------------|-------------|
| A40-13512-1             | Install Inserts: One to Three Seats              | 0.3 hr      |
| A40-13512-2             | Install Inserts: Four to Six Seats               | 0.4 hr      |
| A40-13512-3             | Install Inserts: Seven to Nine Seats             | 0.5 hr      |
| A40-13512-4             | Install Inserts: Ten to Twelve Seats             | 0.6 hr      |
| A40-13512-5             | Install Inserts: Thirteen to Fifteen Seats       | 0.7 hr      |
| A40-13512-6             | Install Inserts: Sixteen to Eighteen Seats       | 0.8 hr      |
| A40-13512-7             | Install Inserts: Nineteen to Twenty-one Seats    | 0.9 hr      |
| A40-13512-8             | Install Inserts: Twenty-two to Twenty-four Seats | 1.0 hr      |
| A40-13512-9             | Install Inserts: Twenty-five to Twenty-six Seats | 1.1 hrs     |

## **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.

|                         |
|-------------------------|
| <b>DO NOT REMOVE</b>    |
| <b>INTERNATIONAL</b>    |
| Campaign No.            |
| VIN                     |
| Eng.#                   |
| <b>COMPLETED</b>        |
| Service Location Code # |
| <b>DO NOT REMOVE</b>    |

## **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 13512.

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 (such as a bag of cable tie straps, roll of wire, a barrel of oil, or a tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.

| GROUP | NOUN | C | WARR. | TP | PAD |
|-------|------|---|-------|----|-----|
|       |      |   |       |    |     |

GROUP — Enter number →

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 →

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### **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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## **NAVISTAR, INC.**

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### **VEHICLE RECALL 13512**