

Safety Recall

INTERNATIONAL

G—01302 Rev A

U.S., Export

Date: December, 2001

Subject File: CAB

Subject: Heater/Defroster Switch Connection Melting

Model: 3000

Start Date: 01/01/1995 End Date: 04/29/2001

DEFECT DESCRIPTION

Print ready (PDF file) copy of the dealer letter

American Transportation has mailed to the affected customers the following notice. This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. American Transportation Corporation has determined that a defect which relates to motor vehicle safety exists in certain International® and AmTran® RE™ and International and AmTran FE™ buses. The heater/defroster switch in these buses may become defective, which in some cases has caused the melting of the heater harness connector at the switch terminals or the high-speed wire insulation at the connector. Also, some of the units had improper circuit protection size installed in the heater defroster circuit. The melting issue and the circuit size error are being considered a **safety issue**.

The heater/defroster switch after extended usage on high speed may become defective and create high resistance in the switch. The high resistance may destroy the switch and melt the wiring connector at the switch and or the high-speed wire insulation at the connector.

On AmTran RE units built from January 1, 1995 through January 1, 1999, a 30-ampere circuit protection was used to protect the heater circuit. A 20-ampere circuit protection should have been used.

Please Note: The original recall notice number 01302 dated August 2001 must be ignored. That notice misdiagnosed the root cause of the melting issue. The customer was told that if they received the original recall notice, they are to replace the original recall notice and "Authorization for Recall Service" card with this revised issue. If they already received a kit for the original notice, they are requested to return the "Authorization for Recall Service" card with box # 2 checked (Corrections made). If the customer inspected their unit using the original recall and determined that no repair was required, we asked them to follow the instructions of this recall.

MODELS INVOLVED

The affected AmTran RE model buses were built from January 01, 1995 through April 29, 2001. The affected AmTran FE model buses were built from January 01, 1999 through April 29, 2001.

OWNER NOTIFICATION

The customer was requested to advise the operators of the subject buses of this defect. If the operator detects smoke or the smell of melting wire insulation from the blower control panel, the operation of the heater/defroster at high speed should be discontinued until the repair is made. If the reduced performance

compromises the safe operation of the bus, the bus should be placed out of service until the repair is made. Take action to have the defect repaired. Inspect the identified unit per the following instructions.

INSPECTION PROCEDURE

The owner was told to make this inspection. If the unit is an FE model built in January of 1999, it should be inspected to confirm that it only has one switch on the heater control panel. If it has two switches, it is not included in this recall. (The customer could also determine if their FE unit is involved in the recall by inspecting the instrument panel. Units with a gray plastic instrument panel are included in this recall.) If the unit is not involved in the recall, the customer is requested to return the "Authorization for Recall Service" card with box # 1 checked (Inspected – No corrections necessary). If your unit is an RE model or an FE model built after January 1999, no inspection is required.

REPAIR PROCEDURE

The owner was told that they might make this repair or contact their dealer to perform this repair.

We told the customer that if they chose to make this repair, they should complete and return the enclosed self-addressed and stamped "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked and verify that their UPS shipping address is correct. When the card is returned to us with box # 8 checked, we will request the heater manufacturer to forward to the customer's attention, a kit and instructions to make the repair.

We also told them that if they preferred to have their dealer make this repair, to arrange with the dealer for repair on a mutually agreed upon date. The customer was also requested to return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked. The dealer must note on the card his shipping address. We will have the kit shipped directly to the dealer. We requested the customer to allow sufficient time for the dealer to receive the repair kit.

The repair procedure involves the replacement of the switch and switch harness with a new switch, switch harness, relay and relay harness. For the RE units built prior to January 1, 1999, the kit will also include a 20-ampere manual circuit breaker. Complete instructions to make the repair are included with the kit and no special tools are required.

PARTS INFORMATION

Table 1 **Parts Information**

Part Number	Part Description	Quantity
Bergstom # 869699	RE Repair Kit Prior to January 1, 1999	1
Bergstom # 869579	RE Repair Kit After to January 1, 1999	1
Bergstom # 869581	FE Repair Kit	1

Table 2 Labor Information

Description	Time
Remove, and install new materials and complete documentation.	1.6 hrs

ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)

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, transfer location or customer **must be notified from your dealer location.**

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.

To avoid having to replace a vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

	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						

We ask for your full cooperation and follow-up to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

RECALL CLAIMS

For Repairs and/or Inspections Performed By Customer or Dealers Other Than International

To assist in processing the recall, it is important that you provide an invoice with the following information to American Transportation Corporation, P.O. Box 6000, Conway, AR, 72033, Attn: Compliance Department.

Body Serial #:

Vin #:

Recall Campaign #:

Facilities Repair Labor Rate:

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

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, transfer location or customer **must be notified from your distributor location.**

Export locations are to submit warranty claims in the usual manner making reference to Recall **G-01302.**