

VEHICLE RECALL

G-06510
November, 2006

SUBJECT: SAFETY RECALL (U.S., EXPORT)
**Handrail on certain CE & 3800 School Buses built
between 12/23/1997 and 03/21/2006.**

DEFECT DESCRIPTION

The handrail mounted on the courtesy shield by the left entrance door does not meet the guidelines in the NHTSA handbook for door entrance and handrail design.

MODELS INVOLVED

- PB105 (CESB): Model Years 2005, 2006, 2007
- IC3S5 (CESB): Model Years 2003, 2004
- BB385 (3800): Model Year 1998
- Feature codes: 047DBU, 047BHL, 1102600, G47ANYE
- Left entrance door behind the drivers seat
- Sold within State of New York only

PARTS INFORMATION

Kit Part Number	Description	Contains
8900190R91	Left Entrance Door Handrail Repair Kit	P/N 436462001: Spacer Rubber (2 ea)
		P/N 180085: Bolt 5/16-18, 1.75 grade 5 (2 ea)

REPAIR PROCEDURE



WARNING:

TO AVOID SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.



WARNING:

TO AVOID PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH WHEN SERVICING THE VEHICLE, PARK ON A FLAT LEVEL SURFACE, SET THE PARKING BRAKE, SHUT THE ENGINE OFF AND CHOCK THE WHEELS.



Figure 1

Handle As Installed



Figure 2

When replacing the handle, the bolt orientation should be reversed from that shown in Figures 1 & 2 by putting the head of the bolt through the handle, spacer, and courtesy shield from the stair side. The back side of the panel is protected by a seat barrier, so the end of the bolt will not protrude into the area where a passenger sits.

1. Unscrew the bolts and remove the handle from the courtesy shield. The short bolts may be discarded, but all other hardware should be kept for the reattachment process.
2. Place rubber spacers between the courtesy shield and the handle bracket.
3. Reattach handle using longer bolts. Reuse any nuts and washers that you removed.



Figure 3 – Spacer

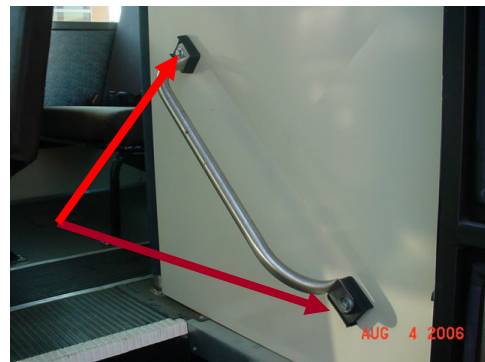


Figure 4 – Handle with spacers

436462001
Spacer Rubber
(2 included)



180085 Bolt
5/16-18, 1.75
grade 5 (2
included)

Figure 5 - Kit 8900190R91

End of Repair Procedure

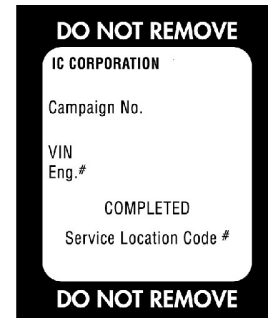
LABOR

Labor Code	Description	Time (hours)
A40-06510-01	Add spacers & longer bolts	0.3

CAMPAIGN IDENTIFICATION LABEL

*Each vehicle corrected in accordance with this campaign **must be** marked with a S00109 Campaign Identification Label.*

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.



A black and white form for a Campaign Identification Label. It has a black border with "DO NOT REMOVE" at the top and bottom. Inside, it says "IC CORPORATION" at the top. Below that are fields for "Campaign No.", "VIN", and "Eng.#". Further down is a section labeled "COMPLETED" with a field for "Service Location Code #".

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

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.

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.

However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

To avoid having to replace an owner 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.

During the recall process, a listing of owner names and addresses will be furnished to the involved dealers to enable dealers to follow up with owners and have the vehicles corrected. You must limit the use of this listing 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.

POSSIBLE CUSTOMER REIMBURSEMENT

There may be an occasion when a customer was charged for repairs related to this Recall prior to the Recall being released. The customer letter contains a statement for the customer to contact the Dealer if they believe they are entitled to reimbursement costs. The Dealer should follow the Customer Reimbursement guidelines in Warranty Policy Letter 03-001G. The Warranty Procedures and Administrative Policies manual (CTS1100) is in the process of being updated to include the information in Policy Letter 03-001G.

WARRANTY CLAIMS

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						

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, the 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 this Recall number.

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.