

VEHICLE RECALL

G-04301-R1

June 2006

SUBJECT: SAFETY RECALL (U.S., EXPORT)

Wheelchair track and mounting hardware on certain CE, FE and RE Bus models built for special needs with treated plywood floors between August 12, 2002 and August 19, 2003.

DEFECT DESCRIPTION

Buses involved with this campaign were built with a treated plywood floor. Chemicals in the treated plywood floor react with the Sur-Loc (Kinedyne) "L" wheelchair track and all makes of wheelchair lift mounting bolts at the floor when moisture is prevalent. This reaction causes corrosion that may reduce the function of the track or the strength of the lift mounting bolts. This could cause personal injury and is considered a **safety issue**. The track and bolts are not affected if the floor is kept dry.

MODELS INVOLVED

CE, FE and RE bus models, built for special needs and with treated plywood floors, that were built from August 12, 2002 through August 19, 2003.

The affected features are options and are not included on every bus built during this time frame. Please read the instructions thoroughly to determine which repairs are required.

NOTE: The majority of the units involved have been completed. Table 1 shows VINs yet to be completed. Each VIN is configured differently, and will require different parts. As a result, all parts orders must be placed with the Compliance Department in Conway. Since the track is supplied in 100" lengths, dealers repairing multiple buses should consider the total length of track that will be required for all buses that they will repair. Total track length per bus is provided in Table 1. Please contact customers to verify that they need to have the recall performed, confirm the number of buses that will be repaired, order parts, and then set up the repair appointment once parts are available. Please have a list of VINS to be repaired ready when ordering parts. If you find that any plywood floor or floor mat needs to be replaced, do not call Conway to order the plywood or floor mat. The plywood should be purchased locally, and floor mat should be ordered through the PDC. Any correspondence must be addressed to:

IC Corporation

Attn: Compliance Department

PO Box 6000

Conway, Arkansas, 72033

If you need to contact IC Corporation directly, please email Kathy Anders at Kathy.anders@ic-corp.com

Table 1 – Required Repairs By VIN						
VIN	Bus Style	Required Repairs	Bus Length (ft- in)	Track Bolts Only (NoTrack replaced)	Total Track Length (in)	Qty Seats Requiring Removal
3A952054	FE	ABC	30 - 0	--	0	0
3A954923	CE Com.	ABCD	20 - 8	--	200	2
3A954924	CE Com.	ABCD	20 - 8	--	200	2
3A954925	CE Com.	ABCD	20 - 8	--	200	2
3A957473	CE	ABC	21 - 5	--	0	0
3B953383	CE	ABCD	23 - 8	--	1148	10
3B955272	CE	ABC	29 - 8	--	0	0
3B955491	CE	ABC	26 - 8	--	0	0
3B955522	CE	ABC	33 - 5	--	0	0
3B957172	CE	ABCE	26 - 8	80	0	0
3B957173	CE	ABCE	26 - 8	80	0	0
3B957174	CE	ABCE	26 - 8	80	0	0
4A966953	RE	ABCD	35 - 5	--	600	0
4A966954	RE	ABCD	35 - 5	--	600	0
4B960398	CE	ABCD	26 - 8	--	600	0
4B960956	CE	ABCD	33 - 5	--	2476	20
4B960957	CE	ABCD	33 - 5	--	2476	20
4B961268	CE	ABCD	31 -11	--	200	2
4B961694	CE	ABCD	22 - 11	--	816	7
4B962001	CE	ABC	29 - 8	--	0	0
4B962629	CE	ABC	26 - 8	--	0	0
4B963269	CE	ABCD	28 - 2	--	1908	12
4B963270	CE	ABCD	28 - 2	--	1908	12
4B963399	CE	ABC	21 - 5	--	0	0
4B964656	CE	ABCD	21 - 5	--	1244	4
4B964657	CE	ABCD	21 - 5	--	1244	4
4B964658	CE	ABCD	21 - 5	--	1244	4
4B964659	CE	ABCD	21 - 5	--	1244	4
4B964661	CE	ABCD	21 - 5	--	1244	4
4B964663	CE	ABCD	21 - 5	--	1244	4
4B964664	CE	ABCD	21 - 5	--	1244	4
4B964666	CE	ABCD	21 - 5	--	1244	4
4B964667	CE	ABCD	21 - 5	--	1244	4
4B964669	CE	ABCD	21 - 5	--	1244	4
4B964670	CE	ABCD	21 - 5	--	1244	4
4B964671	CE	ABCD	21 - 5	--	1244	4
4B964673	CE	ABCD	21 - 5	--	1244	4
4B964675	CE	ABCD	21 - 5	--	1244	4
4B964678	CE	ABCD	21 - 5	--	1244	4
4B964680	CE	ABCD	21 - 5	--	1244	4
4B964681	CE	ABCD	21 - 5	--	1244	4
4B964682	CE	ABCD	21 - 5	--	1244	4
4B964684	CE	ABCD	21 - 5	--	1244	4
4B966764	CE	ABCE	25 - 11	40	0	0
4B967228	CE	ABC	22 - 11	--	0	0

PARTS INFORMATION

Table 2 - Miscellaneous Supplies			
Supply	P/N or Local Purchase	Description	Where Used
Electrical Tape	May be purchased locally	Acrylic- ¾" wide	Applied to back of aisle trim
Packing Tape	May be purchased locally - e.g. 3M brand	Acrylic- 2" wide	Applied to back of track
Gear Oil	May be purchased locally	80-90 weight gear oil	Apply to all non-stainless steel bolts before fastening them through the bus floor
KILZ Primer / Sealer	May be purchased locally	Interior, oil based, original	Applied to wood before fastening new tracks
Adhesive	P/N 93801500		Apply as needed to re-glue rubber floor mats
Sealer	P/N 423405002	Sealant, Silaflex, 221 Gray St	Apply as needed around rear exit doors, windows
Sealer	P/N 434932001	Sealant, acrylic, 5522 Gray Bed	Apply as needed to seal rear exit door trim pieces
Sealer	P/N 421301001	Sealant, Elastomeric Winter White	Apply as needed to seal around rear exit doors, windows
Sealer	P/N 2210877C1	Silicone, white #502	Apply as needed to seal around rear exit doors, windows
Sealer	P/N 810000	Sealer, yellow air dry -11 oz	Apply as needed to seal around rear exit doors, windows
WD40	May be purchased locally		Apply as needed to loosen bolts
3M Underseal 08883	May be purchased locally	Rubberized Undercoating-Black	Apply to washers and nuts replaced underneath the bus
Permanent marker	May be purchased locally		Use to mark position of seat mounting bolts in order to replace the seats in the same position

Table 3 - Parts Required (Place parts orders with Conway Compliance Department)		
Repair	P/N	Description
A-Door Seals	N/A	N/A
B-Wheelchair Lift Hardware	433235001	3/8 Bolt X 2 ½" long
	433151001	3/8 Bolt X 4 ½" long
	91403300	3/8 Washer, flat
	120377	3/8 Nut
	120382	3/8 Washer, lock
C-Aisle Trim Hardware	440086001	SS Aisle Screw
C-Cove Molding	91111001	SS Cove Molding Screw & Rear Door Trim
D-Track	439957001	Track (100 inch length)
	419594001	5/16 Allen bolt 1 ¼" long
	440491004	5/16 Allen bolt 4 ½" long
	120376	5/16 nut
	91400700	5/16 lock washer
	120214	5/16 flat washer
	440804001	End-cap for track
E-Track Bolts	419594001	5/16 Allen bolt 1 ¼" long
	440491004	5/16 Allen bolt 4 ½" long
	120376	5/16 nut
	91400700	5/16 lock washer
	120214	5/16 flat washer

SERVICE PROCEDURE

Table 4 - Repairs – VIN Dependent		
A	Door Seals	All emergency and lift door exits
B	Wheelchair Lift	Variations based on lift model - number of mounting bolts varies
C	Aisle Trim/Cove Molding	Variations based on bus length
D	Track	Variations based on length of tracks installed and number of tracks per side
E	Track Bolts Only	Tracks are placed on top of rubber mat- only bolts through floor require replacing

Table 5 - Suggested tools		
Screwdriver, Phillips head #2	Screwdriver tips (flat, Phillips) for drill as needed	Broom
Screwdriver, flat head	5/16 "drill bits	Dustpan
Knife, utility	#19 drill bits	Shop Vacuum
Wire brush	Small paint brush - 2"	
Putty Knife, 1 to 1 ½ " wide	Punch - LONG, 3/16 x 1/2 x 9"	
End Wrench, ½" combination	Bit, drill, #27, HS SS, 118 Degree	
Air wrench, with ½ " socket	Bit, drill, #10 HS SS Jobbers	
Drill – cordless 3/8 , Variable speed	Bit, drill, 17/64", SML	



WARNING:

TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE. The procedures described in these instructions may create large quantities of small, airborne particles.



WARNING:

TO AVOID BREATHING OR INGESTING SMALL PARTICLES, WEAR A FACE MASK.



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.

WARNING: Check the area beneath where you will be working and ensure that all hoses, air lines, etc are clear of the areas to be drilled and can not be drilled into.

While completing the repairs, if the bus plywood floor has structural damage, severe delaminating, or rotting, it will need to be replaced. This document does not include floor, wood floor and mat replacement instructions. See the following documents:

TSI Number 02-47-03, February, 2002, Replacement of Plywood Floor
TSI Number 02-47-01, January, 2002, Replacement of Floor Mat

A copy of these documents can be mailed, emailed, or faxed upon request. They are available on ISIS. Purchase plywood locally and floor mat through the PDC.

The parts required for each job are based on VIN due to the wide variation in bus configurations. Parts orders must be placed with Kathy Anders at Conway Compliance Department, and will be shipped directly to the repair facility at no charge.

Most of these repairs can be accomplished by one person. The exception is when the washers and nuts are installed on the bolts for the track and the wheelchair lift. One person will be required to be located in the bus and another person will be required to be located beneath the bus. Also, if seats need to be moved in order to accomplish the repair, then 2 people are required.

Thoroughly clean debris from inside and beneath the bus during the repair procedures as needed, and then again once all work is complete.

The photos provided in this set of instructions were taken on a CE bus model. There may be minor variations on the FE or RE bus models.

READ ALL INSTRUCTIONS COMPLETELY BEFORE STARTING REPAIR. SOME REPAIRS MAY BE TIME CONSUMING AND WILL REQUIRE REMOVING THE BUS FROM SERVICE FOR ONE OR TWO DAYS.

A. Door Seal Repair: all buses

Description:

CHECK WHEELCHAIR LIFT DOOR, REAR/SIDE EMERGENCY DOOR & SPLIT SASH WINDOW.

Required Parts/Materials:

Silicone sealer

Instructions:

1. Run water above and around sides of door frame.
2. If leaks are found, seal drip trough and seams above door with sealer. Use clear, white, or yellow silicone sealer as appropriate.
3. After sealer has set, water test again.
4. Check lift door frame mounting screws to ensure proper installation and seating.

B. Wheelchair Lift Repair: all buses with wheel chair lifts

Description:

REMOVE AND REPLACE LIFT MOUNTING BOLTS PASSING THROUGH THE FLOOR ONLY - **DO NOT** REPLACE BOLTS MOUNTING LIFT TO SIDE OF BUS.

Required Parts/Materials:

See Table 1 for parts required

Grease for bolts

Undercoating

Instructions:

1. If the wheel chair lift is attached only at the floor, do not remove all the bolts at one time. Replace bolts on opposite corners, then, when done, replace remaining bolts.
2. Remove only the bolts that mount the wheelchair lift to the bus floor. These bolts are attached using nuts underneath the bus.



3. Discard all old bolts, washers and nuts.
4. Grease new bolts full length and reinstall through the wheelchair lift and floor.
5. Install flat washer, lock washer, nut below the bus floor.
6. Torque to 30 LbF-Ft (40.7Nm) for Braun wheelchair lifts, and 28 LbF-Ft (37.9 Nm) for Ricon wheelchair lifts.
7. Clean area around nuts and washers beneath the bus and re-apply undercoating.

C. Aisle Trim/Cove Molding Repair: all buses

Description:

REMOVE, CLEAN, AND REINSTALL FLOOR TRIM, REPLACING SCREWS
 REMOVE AND REPLACE COVE MOLDING SCREWS
 REMOVE, CLEAN, AND REINSTALL REAR DOOR TRIM

Required Parts/Materials:

See Table 1 for parts required
 ¾ Inch wide acrylic electrical tape

Instructions:

1. Remove the trim at the bottom of the rear emergency door opening.



2. Clean the door trim.

3. Remove the mitered trim around the base of the driver's seat that covers the end of the aisle trim. Remove one side only-the one towards the door.



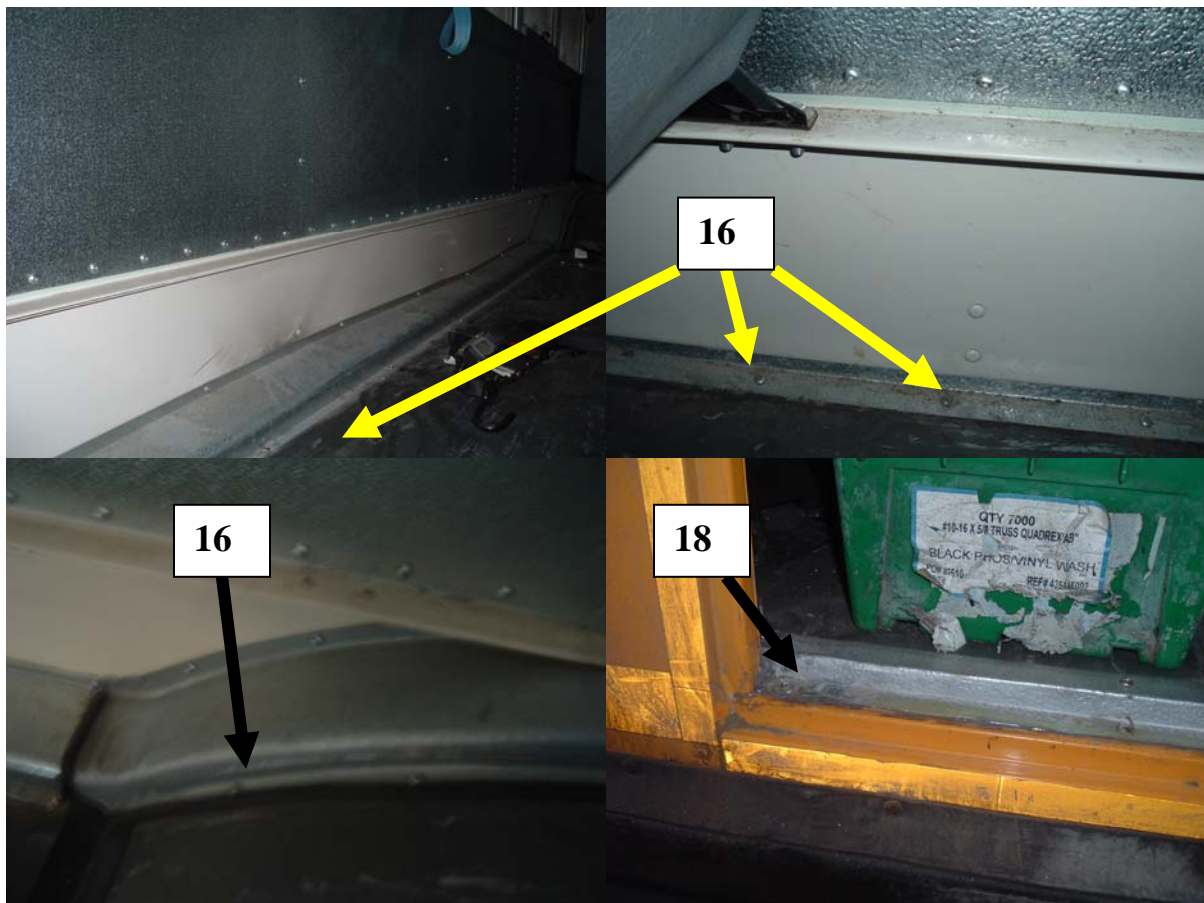
4. Remove and dispose all the screws fastening the aisle trim to the floor.
5. Remove the aisle trim. Mark the original location on the trim so that it can be reinstalled in the same location. Mark the location designation on the front in a manner that is removable (pen on masking tape for example).



6. Inspect the plywood floor. If the plywood is secure, continue.
7. Check that the plywood floor is sealed to the bus floor.
8. If any rubber matting is loose along the edges, re-glue it to the plywood floor. Ensure that area is dry before re-gluing. You will need to place a weight on the

re-glued mat to ensure that it remains flat and in contact with the floor while drying.

9. Clean the aisle trim that has been removed by using a wire brush and a scraper.
10. Drill out the screw holes in the floor with a #19 drill bit. This cleans the holes of debris in preparation for the new screws.
11. Clean the area that the trim covered by using a wire brush and a scraper.
12. Sweep the area or use a vacuum to remove all debris from the aisle trim area location.
13. Place electrical tape along the back of the cleaned aisle trim. Ensure that it is centered and covers the entire length of the trim piece.
14. Secure the aisle trim with the new stainless steel screws.



15. Replace the floor screws that secure the cove molding and/or heater hose cover with new stainless steel screws, one section at a time so the molding will remain fixed in place.
16. Add sealer to back of trim for rear emergency door opening.
17. Reinstall trim piece using new stainless steel screws. Use the same screws used for the cove molding.

D. Track Replacement: units with track only, length varies

Description:

REMOVE, CLEAN, AND REINSTALL NEW TRACKS, REPLACING MOUNTING HARDWARE

Required Parts/Materials:

See Table 1 for required parts

2" acrylic packaging tape

Grease

KILZ

Permanent marker (may use any color, but black will be hardest to see)

Undercoating

Instructions:

NOTE: If seats on both sides must be removed, you may either unbolt both sides at the same time or work the entire repair through for one side and then the other. Since the grooves for the tracks must be painted, if all seats are removed at once, the overall drying time will be less. This works best if the bus contains only short sections of track at the rear of the bus. If the bus contains full length track (front to back), then it is more reasonable to complete the job one half at a time, so the seats removed from one side can be stacked on the other side while repairs are being completed, and then vice versa.



1. If seats are bolted to the track, you will need to remove the nuts that hold them to the track and then remove the seats.
2. **DO NOT** remove the bolt and the bolt anchor that extend from the track yet.
3. You must mark the position of the seat bolts so that the seats may be replaced in the same position. Mark the bolt position with a permanent marker (won't wear off during the repair process) or other appropriate means.
4. Once the bolt positions are marked, you may remove the bolts and bolt anchors. **SAVE** these and the nuts in a container for re-use once all tracks have been replaced.



5. Remove all track bolts. These bolts pass through the track, the plywood floor, and the bottom of the bus body. These may be unscrewed, or they may need to be drilled out using a 5/16 drill bit. The nuts, washers, and possibly parts of the bolts will fall to the floor beneath the bus. The bolts may also break off during the removal process. If this happens, then you will have to remove them by other means, such as punching them through the bus floor. Throw away all hardware that is removed.
6. Unscrew the plastic end-caps at the ends of each length of track.
7. Remove the tracks and the end-caps from the bus. **MARK** the position that each piece of track came from **ON each track piece as you remove it**, because these pieces will be used to mark and cut the new pieces of track. If they aren't marked, you may have a difficult time getting the new pieces to fit together correctly.

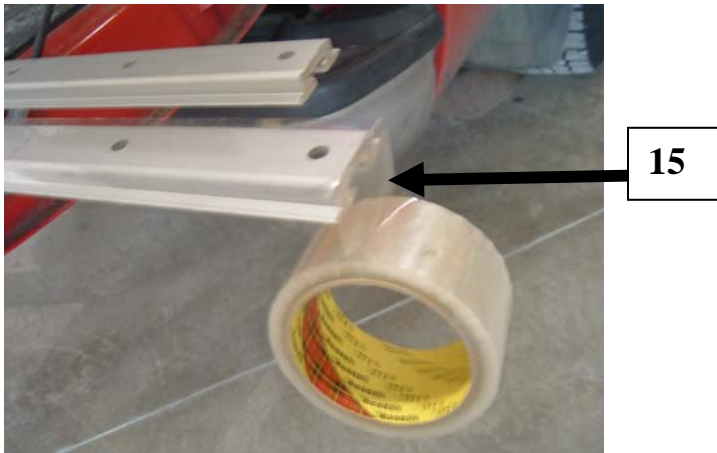


8. Clean the grooves that the tracks were removed from. Corrosion from the track may remain. Scrape, wire brush, then sweep or vacuum the residue from the grooves.
9. Inspect the plywood. Check for damage such as: separation, bowing, or rotting. If the wood is good, continue. If not, the floor may need replacing.
10. Place a plastic drop cloth underneath the bus so that when you paint the track grooves, the excess KILZ will drip through the holes and onto the drop cloth instead of the floor.
11. After the grooves are clean, ensure that they are dry, and then liberally paint the interior of the grooves (bottom and sides) with KILZ primer. Follow the directions on the KILZ container for application and drying times.
12. If any rubber matting is loose, re-glue it at this time. You will have to place weight on the rubber mat as the glue dries to ensure that the mat stays flat.



While the KILZ is drying...

13. Place the old track onto the new track pieces and cut the new pieces to the lengths needed. **BE SURE TO LINE UP** the screw holes on the old and new track, checking the orientation to ensure that the new track pieces are an exact match for the old pieces. If the holes don't line up in one direction, flip the track end for end, and then the holes should line up. Mark the new track the same as the old track so that you will know the proper location for each piece.
14. Place new end-caps on the rail as before (but not on the ends that will butt together in the middle of the length).
15. Place 2 inch wide acrylic packing tape along the length of the bottom of the track, centering it so that the tape will wrap up the sides (of the bottom).



16. Punch holes through the tape where the holes in the track exist.
17. Remove the drop cloth from beneath the bus once the KILZ is dry.
18. Once the KILZ in the channels is dry, put new track pieces into place as marked when removed.
19. Grease bolts and then place bolts through track, plywood, and bus floor. Some bolts will be longer than others so they will reach through the channels on the bottom of the bus body. You should be able to tell from the top which bolt holes will require longer bolts.

NOTE: This part of the procedure will require installing bolts through the floor of the bus, and will therefore require two people to complete properly: one person beneath the bus to hold washers and nuts on bolts, and another inside the bus to tighten the bolt from above. Be sure to line up the track segments that butt together before tightening them down. **WEAR EYE PROTECTION, FACE MASK,** and other protection as required.

20. Put a flat washer, lock washer, and nut on the end of each bolt (this will need to be done one at a time by the person underneath the bus).
21. Tighten all bolts from inside the bus using a ratchet or air wrench (one at a time). Torque to 13-16 LbF-Ft (17.7 – 21.6 Nm).
22. Clean around washers and nuts beneath the bus and re-apply undercoating.
23. Replace the seat bolts and anchors (you saved these when they were removed in step 4) in the positions that were marked earlier (step 3).
24. Place the seats on the bolts.
25. Add and tighten all nuts (you saved these also) for the seat bolts. Torque to seat-rail with 15-20 LbF-Ft (20.4 -27.1 Nm).
26. Discard all old tracks and mounting hardware.

E. Track Bolt Replacement: track is installed on top of rubber mat, so only mounting bolts, washers and nuts will need to be replaced

Follow the appropriate steps in repair D to replace bolts, washers, nuts, and undercoating. The track will not be replaced.

End of Service Procedure

LABOR INFORMATION

Table 6 – Labor					
Repair	Description / Details			Labor Code	Hours
A	Door Seals			A40-04301-02	0.3 hours
B	Wheelchair Lift			A40-04301-03	0.3 hours
C	Aisle Trim/Cove Molding (Dependent on length of bus)				
	20'8"	21'5"	22'11"	A40-04301-04	3.0 hours
	23'8"	25'11"	26'8"	A40-04301-05	3.3 hours
	28'2"	29'8"	30'0"	A40-04301-06	3.6 hours
	31'11"	33'5"	35'5"	A40-04301-07	3.9 hours
D	Track (Dependent on total length of track (inches))				
	200			A40-04301-08	3.4 hours
	600			A40-04301-09	10.0 hours
	816			A40-04301-10	13.6 hours
	1148			A40-04301-11	19.2 hours
	1244			A40-04301-12	20.7 hours
	1908			A40-04301-13	31.8 hours
	2476			A40-04301-14	41.3 hours
E	Track Mounting Hardware Only (No tracks Replaced)				
	40 bolts			A40-04301-15	0.7 hours
	80 bolts			A40-04301-16	1.4 hours
Seats	Number of Seats Requiring Removal (Removal & Replacement)				
	2			A40-04301-17	0.3 hours
	4			A40-04301-18	0.7 hours
	7			A40-04301-19	1.2 hours
	10			A40-04301-20	1.7 hours
	12			A40-04301-21	2.0 hours
	20			A40-04301-22	3.3 hours

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.

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.