



## Product Recall

---

To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 09V-344 – AG2 Entrance Door Glass Bonding/Retaining Brackets

Date: April 16, 2010

Enclosed are copies of the customer notification letter and the repair procedures for Recall 09V-344. This recall involves certain Saf-T-Liner 2 model buses manufactured between May 2006 and September 18, 2009. The defect involves the entrance door glass. The entrance door glass may be inadequately bonded to the door frame.

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 installing retaining clips. The labor allowance is .5 hour per unit (SRT 90-106) **You will need to order your parts from the Parts Distribution Center (Kit number TBB 164222) You will need to order adhesive/sealant separately, it is not included in the kit, part number TBB 68152446.**

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)



April 23, 2010

Recall 09V-344

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built Buses, Inc. has decided that a defect which relates to motor vehicle safety exists on certain Saf-T-Liner C2 model buses manufactured between May 2006 and September 18, 2009. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the entrance door glass. The entrance door glass may be inadequately bonded to the door frame. The door glass may separate from the vehicle potentially creating a road hazard and possibly resulting in a crash.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this defect without charge. The remedy will consist of installing retaining clips. It will take approximately .5 hour per unit for repair. **To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.**

In addition to being used to verify repair completion, the postcard must be completed and returned if the vehicle does not need repair, if you no longer own the vehicle, or the vehicle identified on the postcard has been exported, stolen, or destroyed/totaled. 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 Customer Support office 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](http://www.thomasbus.com).

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 Customer Support Office at (336)889-4871. You may also 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>. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario or phone (613)993-9851

Sincerely,

Tracy Sauerbrey  
Warranty/Recall Department

Enclosure



## RECALL #09V-344

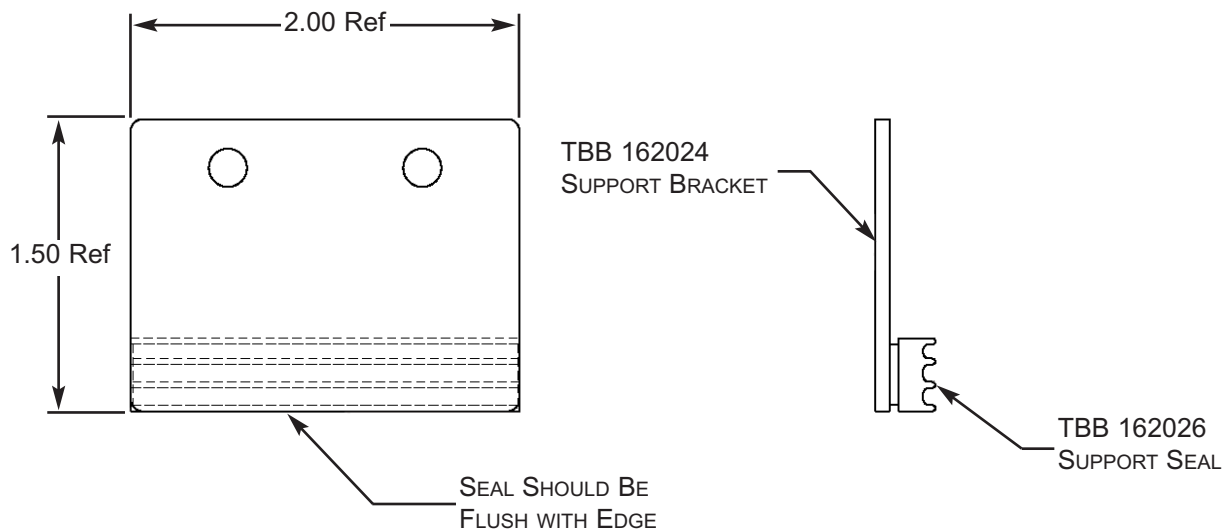
**MODEL:** SAF-T-LINER C2

**SUBJECT:** AG2 ENTRANCE DOOR GLASS BONDING / RETAINING BRACKETS

**PAGE:** 1 OF 3

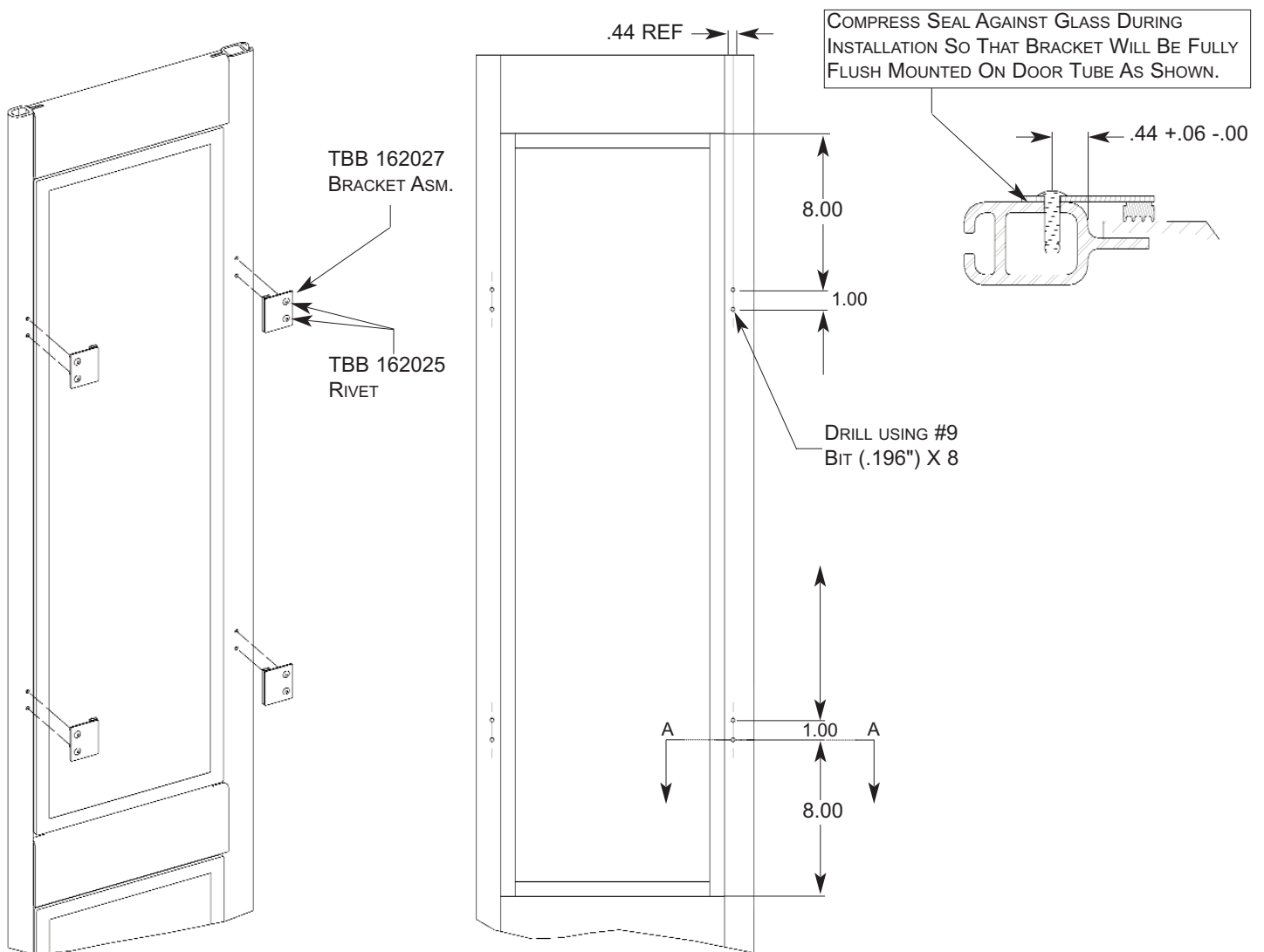
**IMPORTANT: READ ENTIRE PROCEDURE BEFORE BEGINNING.**

1. Remove the adhesive backing from the Support Seal, TBB 162026 and assemble to the Support Bracket, TBB 162024 as shown in **Figure 1**. Repeat this step to create 16 Support Assemblies for the entrance door glass.



**Figure 1**

2. Reference **Figure 2** for Support Assembly mounting locations. The locations shown are the same for each of the four (4) AG2 door glass positions. Drill through one (1) wall of the AG2 entrance door frame using a #9 (0.196") bit for each mounting hole.



**Figure 2**

3. Remove any burrs left from drilling the mounting holes. This will allow the Support Assembly to be installed fully flush to the door frame.

**Note: Perform steps 4 - 6 around one glass at a time due to the cure rate of the sealant.**

4. Apply a small amount of Manus-Bond Sealant TBB 68152446 around each mounting hole.
5. Align a Support Assembly with a hole set on the entrance door. Insert both mounting Rivets, TBB 162025 into the mounting holes to maintain alignment. Compress the Support Seal so that the Support Bracket is fully flush to the door frame and expand the mounting rivets.

6. Repeat the installation for the remaining three Support Assemblies around the glass.
7. Repeat steps 4 – 6 for the remaining three AG2 door glass positions.

**MATERIALS REQUIRED:**

<b><u>PART NUMBER</u></b>	<b><u>QTY.</u></b>	<b><u>DESCRIPTION</u></b>
TBB 164222	1	KIT, RECALL #09V-344, AG2 ENTRANCE DOOR GLASS BONDING / RETAINING BRACKET

*CONSISTING OF:*

TBB 162024	16	SUPPORT BRACKET, AG2 GLASS
TBB 162026	16	SUPPORT SEAL, RIBBED, AG2 GLASS
TBB 162025	32	RIVET, 3/16 DIA., ALUMINUM, BLACK ANODIZED

**NOT INCLUDED IN KIT; ORDER SEPARATELY**

TBB 68152446	A/R	ADHESIVE / SEALANT, MANUS-BOND 75 AM, BLACK, 10.3 OZ TUBE
--------------	-----	---