



To: ALL DEALERS – **IMPORTANT UPDATE**

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 10V-100 and VON 78– AG2 Entrance Door Position Switch Replacement

Date: June 23, 2010

As you know, TBB released Recall 10V-100 to address the potential intermittent operation of the warning lights. The buses in this population have 2 position door switches and pneumatic AG2 doors. VON 78 is scheduled for release the week of June 21 and will be using the same parts kit to address reported passenger advisory failures on units with 3 position pneumatic AG2 door switches.

In both populations you will encounter Nason pneumatic cylinders equipped with a sic switch. On February 20, 2008 TBB released PSB C2 2-15R. This PSB was released to address air leaking of some Nason cylinders. The PSB replaced the Nason cylinder with the current Parker cylinder and used a saddle enclosed sic switch.

Only half of those 5,554 units in the PSB population have changed from Nason to Parker. These customers have not experienced the issues related to the PSB and they have not experienced any of the failures related to either Recall 10V-100 or VON 78 in regards to the sic switch.

Both of these campaigns have been amended to include an inspection SRT of .2 hours. If you encounter a Nason cylinder when doing either Recall 10V-100 or VON 78, please check the operation of the door, warning lights and, if equipped, the passenger advisory system. If no trouble is found, the claim will be filed with inspection time only and the Recall and/or VON will be closed.

There are a few Nason cylinders in the PDC but the Nason cylinder has been superseded to the Parker cylinder for service. If your customers have a cylinder failure then change to Parker and order the current reed switch assembly. If your customer has a sic switch failure then the sic switch can be ordered for service replacement. The new reed switch assembly should not be installed on the Nason cylinder.

Claims will not be accepted for PSB C2 2-15R since it is expired and the current cylinder and switch configuration are still operating properly. The new inspection SRT for Recall 10V-100 is 90-108 for .2 and 92-61 for VON 78 for .2.



Product Recall

To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 10V-100 – AG2 Entrance Door Position Switch Replacement

Date: May 17, 2010

Enclosed are copies of the customer notification letter and the repair procedures for Recall 10V-100. This recall involves certain Saf-T-Liner C2 model buses manufactured between May 30, 2006 and January 8, 2010. The defect involves the reed switch. The reed switch used to detect the position of air operated front entrance door may malfunction causing warning lights and crossing arm to operate improperly during student loading.

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 replacing the reed switch with a more robust switch. The labor allowance is .5 hour per unit (SRT 90-107). **Thomas will ship 50% of all dealer AOR parts direct to each dealer. When filing for warranty the claims should reflect a parts handling charge of 5% or \$.55 per kit. Please enter the kit number on the claim under parts and put \$.55 as the cost.**

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)



May 24 , 2010

Recall 10V-100

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 30, 2006 and January 8, 2010. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the reed switch. The reed switch used to detect the position of air operated front entrance door may malfunction causing warning lights and crossing arm to operate improperly during student loading. Malfunctioning warning lights during the loading or unloading process could put students at risk of injury.

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 replacing the reed switch with a more robust switch. 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.

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 Manger, 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 #10V-100

MODEL: C2

SUBJECT: AG2 AIR ENTRANCE DOOR POSITION SWITCH REPLACEMENT
WITH 2-POSITION CONTROL SWITCH

PAGE: 1 OF 4

IMPORTANT: READ ENTIRE PROCEDURE BEFORE BEGINNING.

1. Chock the tires and be sure the ignition key is in the "Off" position.
2. On units built prior to 9/21/09, remove the entrance door overhead cover. This is done by removing the nine (9) fasteners located at the front, top and rear of the cover. **Figure 1**. On units built on or after 9/21/09, remove the three access panel screws and lower the panel. **Figure 2**



Figure 1 - Built prior to 9/21/09

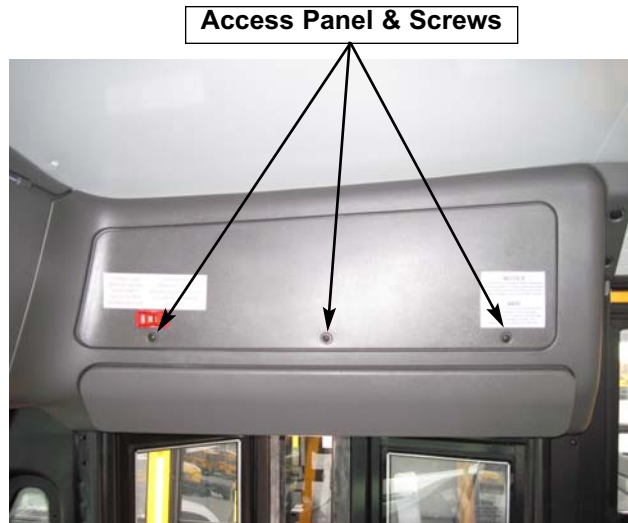


Figure 2 - Built on or after 9/21/09

3. Locate the entrance door position switch clamped to the air actuator. **Figure 3**
4. Disconnect the entrance door position switch from the body harness by cutting the wires behind the connector. **Figure 4**

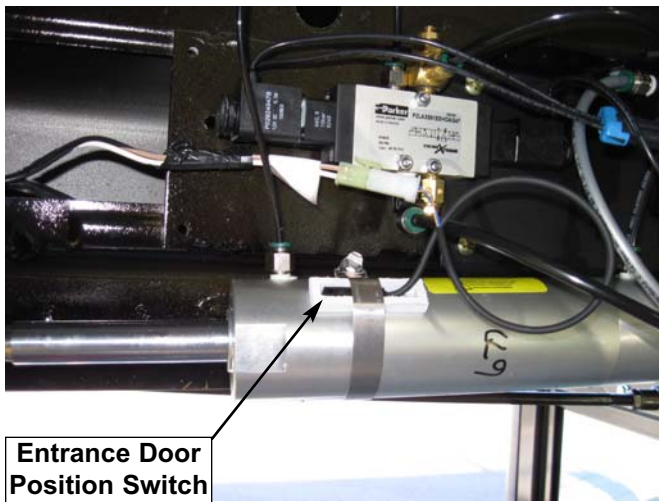


Figure 3



Figure 4

5. Remove and discard the band clamp, old entrance door position switch, and plastic housing. **Figure 5**

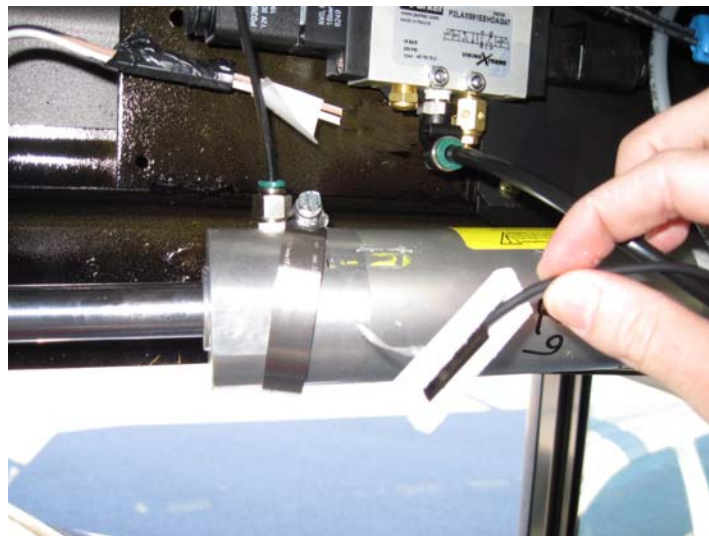


Figure 5

6. Install new entrance door position switch, #TBB 165692 with the new band clamp, #TBB164982 loosely on the actuator. Install the switch so that its end is one and one half inches (1.5") from the end of the actuator body. It should be positioned between 12 o'clock and 2 o'clock as referenced from the actuator fittings. The band clamp should be centered on the aluminum housing. Tighten the band clamp to 20 in-lbs. **Figures 6 & 7**

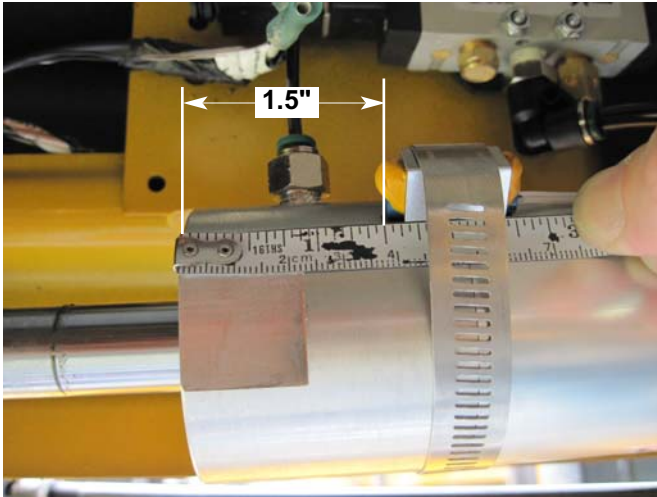


Figure 6

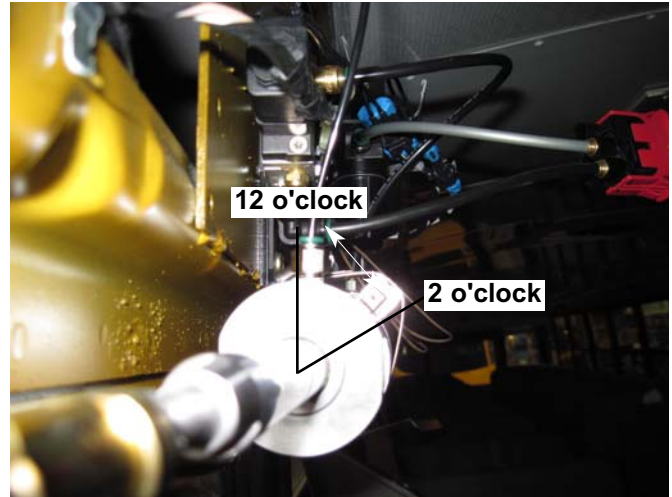


Figure 7

7. Place the tie wrap around the switch wires and actuator body. This will act as a strain relief for the entrance door position switch wiring. **Figure 8**
8. Splice the new switch to the body harness; black switch wire to white body wire, and tan to tan. Pull on the wires from each side of the splices to ensure a good connection was made. **Figure 9**

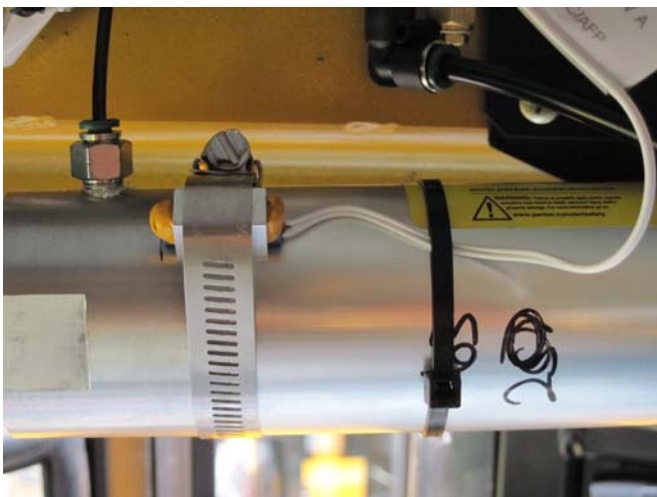


Figure 8

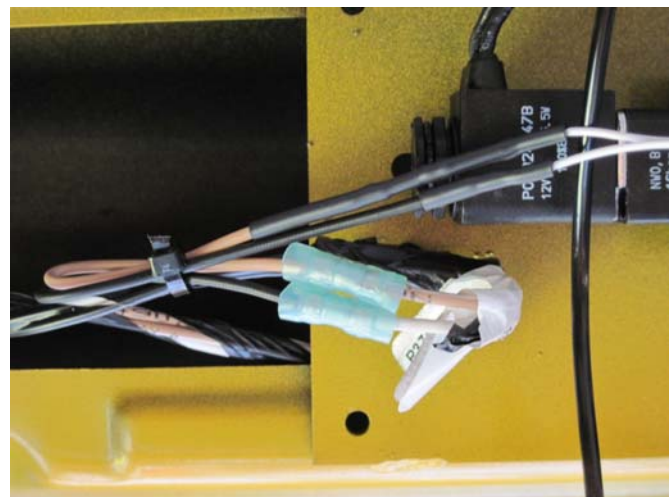


Figure 9

9. Bundle and tie wrap the excess wire at the body harness. Leave enough wire for air actuator to move freely during operation. DO NOT tie or pull on heat shrunk area of wire. A resistor is installed in this location. **Figure 10**

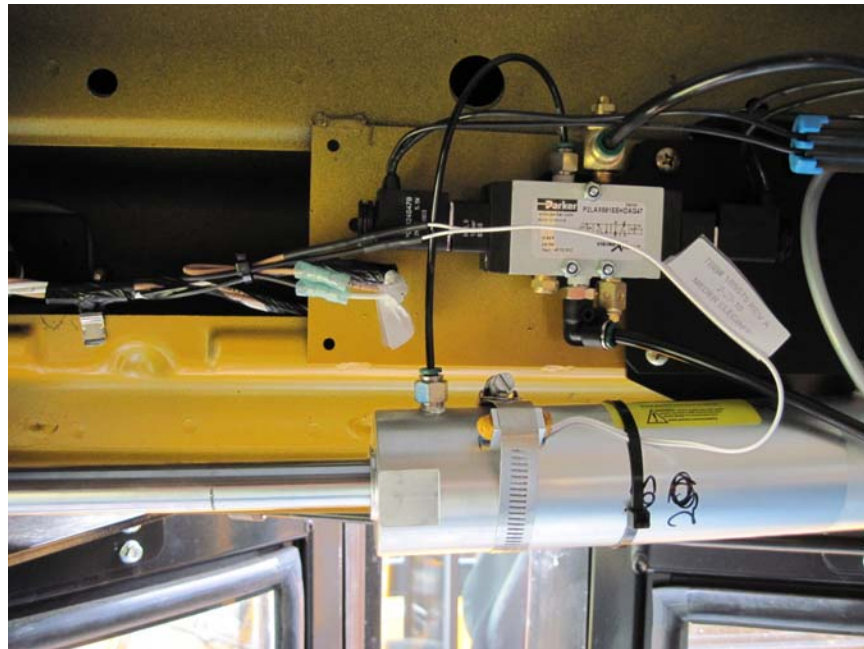


Figure 10

10. Turn ignition "On" and test for proper operation of the warning light system. If equipped, confirm operation of the Passenger Advisory System and Stepwell Light.
11. Reinstall the entrance door overhead cover or access panel.
12. Remove tire chocks.

MATERIALS REQUIRED: KIT PROCEDURE TBB 165692, FIELD SERVICE KIT, REED SWITCH ASSEMBLY

<u>PART NUMBER</u>	<u>QTY.</u>	<u>DESCRIPTION</u>
TBB 165667	1	REED SWITCH ASSEMBLY, HOLSTER W/OUT CONNECTOR
TBB 164982	1	WORM GEAR CLAMP - 2 3/4"
TBB 61200508	2	TIE WRAP, 15 1/2", BLACK