

POSTED ON ISIS

FEB 18 2014

Compliance Dept.

MAILED

FEB 26 2014

Compliance Dept.

# **SERVICE PROCEDURE**

13521

FEBRUARY 2014

**SUBJECT: NON-COMPLIANCE RECALL**

**Driver seat belt buckle on certain CE and RE commercial bus models built 12 August 2013 thru 14 November 2013 having certain IMMI seat belt assemblies with L9 end-release seat belt buckles**

**DEFECT DESCRIPTION**

Certain IMMI seat belt assemblies with L9 end-release seat belt buckles may fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 209 "Seat Restraint Systems."

**MODELS INVOLVED**

This Safety Recall involves certain CE and RE commercial bus models built 8 August 2013 thru 14 November 2013 having certain IMMI seat belt assemblies with L9 end-release seat belt buckles.

**PARTS INFORMATION**

For any seat belt buckle requiring replacement, contact IMMI field sales [fieldservice@imminet.com](mailto:fieldservice@imminet.com) or call 317-867-8496 with part numbers and quantities of each part number, bus make, and VIN#. Refer to the IMMI instructions attached to this letter for details.

Further parts handling information is provided below.

**SERVICE PROCEDURE**

**WARNING! PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE AND INSTALL WHEEL CHOCKS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY AND / OR DEATH**

**WARNING! ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE. FAILURE TO DO SO MAY RESULT IN PERSONAL INJURY AND / OR DEATH.**

1. Park the vehicle on a flat surface with the wheels straight ahead.
2. Shift the transmission to park or neutral and set the parking brakes.
3. Install wheel chocks.
4. Please refer to the IMMI inspection, parts ordering, and repair instructions at the end of this letter.
5. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

## LABOR INFORMATION

Operation Number	Description	Time
A40-13521-1	Inspection Only; No Repair Required	0.2 hr
A40-13521-2	Inspect and Replace Seat Belt Buckle	0.3 hr

## SPECIAL HANDLING INFORMATION

The dealer PO number (referenced below), from the IMMI seat belt buckles packing slip **MUST** be entered into the Claim Comments section.

Also enter a handling fee of \$3.00 for each buckle replaced for coordinating and submitting this claim as "Other charges."



18881 U.S. 31 North  
Weslark, OK 46074 U.S.A.

☎ 317 896.9531  
☎ 317 896.2147  
www.immi.com

**IMMI**  
BRINGING SAFETY TO PEOPLE™

**BILL TO:** 1889200  
IS BUS  
CALLER SERVICE 59009  
4129MAX  
Knoxville, TN 37090, United States

**INTERMEDIATE SHIP TO:**

**SHIP TO:** 0140  
PC CORP OF OKLAHOMA, LLC (TRP)  
2322 NORTH MINGO RD  
SUPPLIER CODE: 41294X1  
TULSA, OK 74116

**Packing Slip**

PACKING SLIP NUMBER: 4082229

MODEL NUMBER: 208 SUPPLIER PART: 41294X1

SHIP DATE: 19-AUG-13

SHIP TO: CT

SHIP METHOD: COLLECT

NET WEIGHT: 1695.50 LB

GROSS WEIGHT: 302.90 LB

SHIP DATE: 19-AUG-13

DEALER PO: 200729

Order Line #	Package Number	Lot ID Number	Sched Ship Date	Qty Shipped	UOM
FL1	014 41294X1	487481	19-AUG-13	100	EA

-----  
SHIP TO CONSOLIDATION REQUIRED I  
-----  
SHIPPING LABELS:  
-----  
LABEL FORMAT 1 - 091 - 3 REQUIRED -- FRESH  
LABEL FORMAT 2 - 0304 - 2 REQUIRED -- FRESH  
LABEL FORMAT 3 - 031A00 - 1 REQUIRED PER MIXED  
LABEL FORMAT 4 - 031 MIXED - 1 REQUIRED PER MIXED ITEMS (S&W) (MIX. TUPLE ITS LIS ON ONE SIDE)

0000240000

## PARTS RETURN INFORMATION

All replaced seat belt buckles **MUST** be returned. IMMI field sales will provide an RMA number and instructions for shipping buckles back to IMMI. Refer to the IMMI instructions attached to this letter.

## CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

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

<b>DO NOT REMOVE</b>
<b>INTERNATIONAL</b>
Campaign No.
VIN Eng.#
<b>COMPLETED</b>
Service Location Code #
<b>DO NOT REMOVE</b>

## ADMINISTRATIVE / DEALER RESPONSIBILITIES

### WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 13521.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

As with all claim submission, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.

GROUP	NOUN	C	WARR.	TP	PAD

GROUP — Enter number ←

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 ←

## **UNITED STATES AND POSSESSIONS**

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.

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.

Dealers should 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 make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited 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.

## **CANADA**

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.

Dealers should 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 make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited 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.

## **EXPORT**

Export Distributors should 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 distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

## **NAVISTAR, INC**

# REPLACEMENT INSTRUCTIONS

## School Bus Seat Belts With L9 Buckles

**3** STEPS

**1. Inspect**

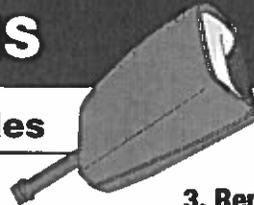
Determine if your L9 seat belt buckle needs to be replaced.

**2. Order**

Provide the necessary information to obtain the correct replacement buckle.

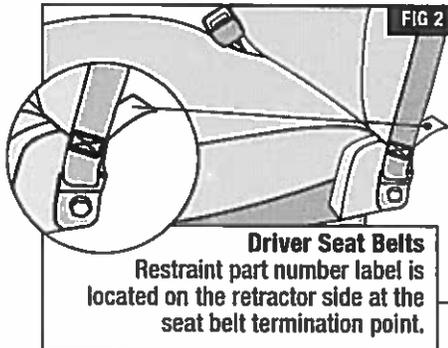
**3. Replace**

Properly replace the buckle on your unique seat.



### STEP 1. Inspect all buckles on your bus

#### Driver Seat Belts



1. Inspect date code on back of driver buckle on identified vehicles. See instructions on the right.

2. Note restraint part number for any buckles that fall within suspect date code range.

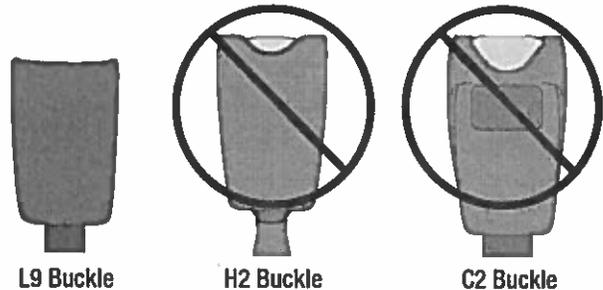
3. IF you have buckles that fall into the date code range, then gather restraint part numbers (FIG 2) and total quantities for ordering replacement buckles from IMMI.

#### Buckle Date Code Range

Follow these instructions to determine if your L9 seat belt buckle needs to be replaced.

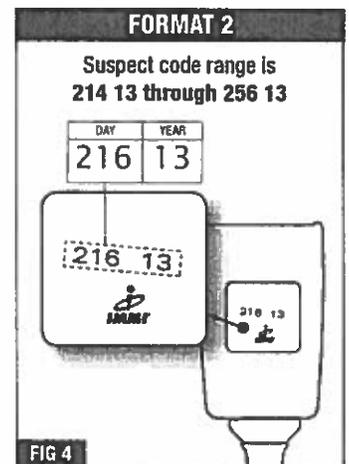
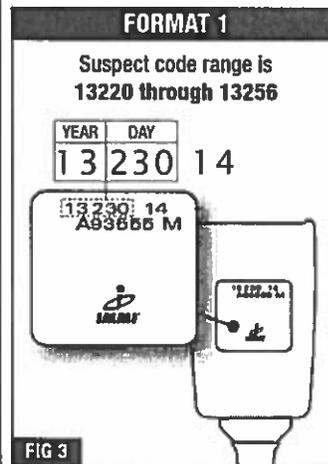
1.  Verify you have an IMMI buckle by looking for the IMMI logo on the back housing.

2. Verify you have an IMMI L9 buckle.



3. Find the buckle assembly date code on the back housing of the buckle. (FIG 3 and 4)

4. There are 2 different date code formats as illustrated below. (FIG 3 and 4)



5. If your buckle code is within either of the ranges above, follow instructions to order, then replace the buckle.

6. If your code does NOT fall within either range, you do NOT need to replace your buckle.

# REPLACEMENT INSTRUCTIONS

## STEP 2. Order Replacement Buckles

1. Contact IMMI field sales with part numbers and quantities of each part number: [fieldservice@imminet.com](mailto:fieldservice@imminet.com), 317-867-8496
2. Place order with IMMI Field Sales noting: 1) Buckle part number, 2) Quantity, and 3) Bus make
3. All replaced L9 buckles must be returned. IMMI Field Sales will provide an RMA number and instructions for shipping buckles back to IMMI.

**RETURN ALL BUCKLES TO:**  
IMMI  
302 East Dean Street  
Burrton, KS 67020

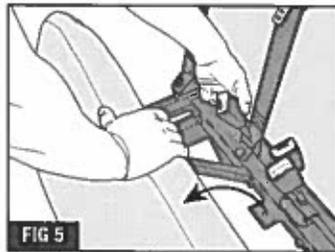
## STEP 3. Replace Buckles

### Tools Required

1. Torque wrench with at least a 30 lb-ft capacity
2. 5/8 inch, 11/16 inch, and 3/4 inch sockets and wrenches
3. Pliers or vise grips

### Removal

1. Unlatch seat cushion and pivot cushion up and forward. (FIG 5)
2. At this point the buckle attachment hardware will be accessible.
3. Before beginning removal of the seat belt buckle take care to note the orientation of the seat belt buckle end fitting, bolts, nuts, and washers. When installing the replacement buckle assembly the end fitting and hardware orientation must match the original configuration for proper performance.
4. Loosen and remove the fasteners for one buckle assembly at a time. Due to the locking patch on some of the fasteners they may seem very tight.



### Replace

1. Reinstall by reusing the original hardware and the new replacement buckle assembly. Make sure you don't mix up the old and new buckle assembly.
2. Tighten bolts and nuts to 30-50 lb-ft. torque.
3. Repeat for the remaining buckle assemblies that require replacement.
4. All replaced L9 buckles must be returned.

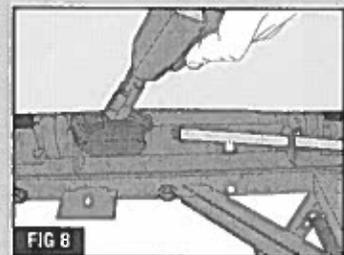
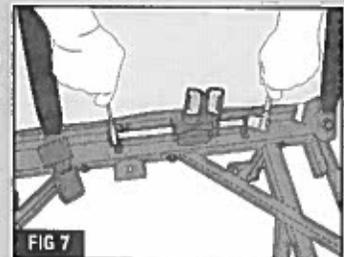
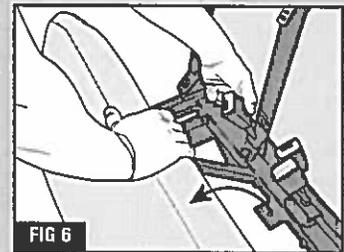
**RETURN ALL BUCKLES TO:**  
IMMI  
302 East Dean Street  
Burrton, KS 67020

### 39" Seat with 3 Lap-Shoulder Belts

In the special case of a 39" seat with 3 lap-shoulder seat belts the replacement of the sliding double buckles is as follows:

### Removal

1. Unlatch seat cushion and pivot cushion up and forward. (FIG 6)
2. Loosen and remove the nut on the end of the slider rod closest to the center of the seat. It may be necessary to grasp the rod with pliers or vise grips if the nut furthest from the center of the seat begins to loosen first. (FIG 7)
3. Slide the rod to the left (as seated in the seat) enough for the end near the center of the seat to clear the bracket. (FIG 8)
4. Tilt the rod enough to clear the bracket. (FIG 8)
5. Slide out the rod. (FIG 8)
6. Remove the two buckles.
7. Push the plastic sleeve out of the buckle slider assembly and remove old buckles.



### Replace

1. Install new buckles and slide the sleeve back in place.
2. Reverse the disassembly instructions to replace the sliding buckle assembly on the seat.
3. Make sure the two nuts are fully threaded onto the rod and tighten the nuts snugly.
4. All replaced L9 buckles must be returned. IMMI Field Sales will provide an RMA number and instructions for shipping buckles back to IMMI.