

# American Transportation Corporation

P.O. Box 6000 Conway, AR 72033  
501-505-2190 FAX 501-505-2185 e-mail bob.douglas@nav-international.com

RECEIVED  
00 SEP 12 PM 3:03  
OFFICE  
DEFECTS INVESTIGATION

September 8, 2000

Jonathan D. White, Chief  
Recall Analysis Division  
National Highway Traffic Safety Administration  
400 Seventh St., S.W.  
Washington, DC 20590

Subject: AmTran RECALL #00302; NHTSA #00V-208

Mr. White

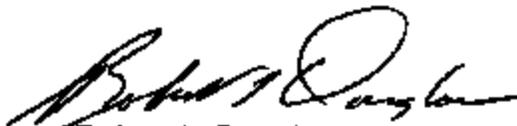
Enclosed are copies of the customer recall notice and the dealer letter. These communications pertaining to the subject recall are being submitted to you within 5 days of issuance as described under 49 CFR Part 573.5 (c) (8).

The dealer letter were issued September 6, 2000.

The customer letter will be issued starting September 12, 2000. Since we are including the repair kit with the customer letter, the mailing will take about one week to complete.

If you have any questions please contact me at (501) 505-2190.

Sincerely,



Robert L. Douglas  
Director of Product Integrity

Enclosed

# VEHICLE RECALL

## American Transportation Corporation

AMERICAN TRANSPORTATION RECALL # 00-302  
NHTSA # 00V-208

September 2000

All American Transportation Dealers

**SUBJECT: VEHICLE RECALL - VIN NUMBER ERROR**

### **DEFECT DESCRIPTION**

American Transportation has mailed to the affected customers the following notice. In accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, American Transportation Corporation has determined that the Vehicle Identification Number (VIN) on certain International® IC, AmTran RE™ and AmTran FE™ buses fails to conform to federal regulations requirements for VINs (49 C.F.R. (Code of Federal Regulations) 565 Vehicle Identification Number Requirements).

On some of the above International® IC, AmTran RE™ and AmTran FE™ school buses, the digits located in the 9<sup>th</sup> and 10<sup>th</sup> positions of the VIN are in error. The 10<sup>th</sup> position code reflects the model year, and was published as a "Y" (for 2000 model year) on the recalled units. It should have been a "1" for 2001 model year. Changing the model year code also changes the 9<sup>th</sup> position code since it is derived from a calculation using the model year code.

The VIN is located on the certification label on every vehicle and must reflect the correct number. The invoice and Manufacturer's Certificate of Origin (MCO) may also have the incorrect VIN applied. These errors will affect the registration of the vehicle.

American Transportation  
Corporation

P.O. Box 6000  
Conway, AR 72033

1-800-843-5615

## **VEHICLES INVOLVED**

The affected International® IC model buses were built from March 17, 2000 through June 13, 2000. The affected AmTran FE™ and AmTran RE™ model buses were built from June 1, 2000 through July 15, 2000.

## **ACTIONS REQUIRED**

The customer has been sent the official recall letter with the required materials to repair the vehicle. If you are making the repairs for the customer please obtain the materials that were included with the recall letter.

1. Replace the current certification label in the bus with the label enclosed with the recall letter.
2. Examine the MCO  
If the VIN on the MCO agrees with the corrected certification label, the MCO is correct and the AFFIDAVIT OF CORRECTION should be destroyed. If the VIN on the MCO does not agree with the corrected certification label, the MCO is in error and the AFFIDAVIT OF CORRECTION along with the MCO to register the bus. If the vehicle has already been registered it will have to be re-registered with the correct VIN. If the vehicle does not require registration, retain the AFFIDAVIT OF CORRECTION with the MCO.
3. After the certification label has been replaced, please check box #2 on the "AUTHORIZATION FOR RECALL SERVICE" card. Sign and return the card to American Transportation.
4. Some states require a label reflecting the VIN to be placed on the dash at the bottom of the windshield. If the vehicle was built with this option, we have enclosed a small replacement tag with the correct VIN. Please follow the procedure below to install.
5. On International® IC models only, a mylar manufacturer's label that is located under the hood on the driver side of the dash next to the wiring connector (see picture) is not a federal or state requirement. American Transportation is not required to change this label. It may be removed or ignored.



**Mylar Label Under Hood**

## **REPAIR PROCEDURE**

### **Certification Label Replacement:**

The certification label is located on the forward overhead panel above the driver.



**Certification Label Located Above Driver**

### **Paper Certification Labels:**

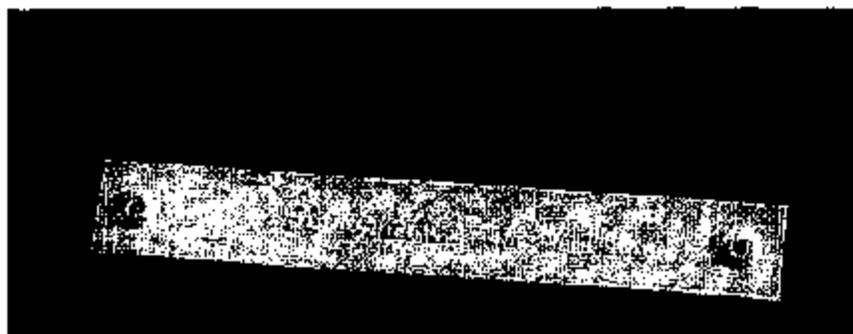
If the vehicle identified has a paper label, the kit supplied with recall letter should have a new paper label enclosed. Remove the backing off of the label and apply it directly over the existing certification label.

### **Metal Certification Labels:**

If the vehicle identified has a metal certification label, the kit supplied with the recall letter should have a new metal label enclosed. Remove the rivets using a # 27 bit, drill through the center of all four rivets that retain the metal tag to the bulkhead panel. Remove and destroy the old metal tag. Install the new enclosed metal tag in the same location using four rivets (part #400050000) enclosed.

### **Metal Lower Windshield VIN Tags:**

If your vehicle has a metal VIN tag located on the dash in front of the driver, we have enclosed a new VIN tag. Remove the rivets using a # 27 bit, drill through the center of the two rivets that retain the metal tag to the panel. Remove and destroy the old metal tag. Install the new enclosed metal tag in the same location using two rivets (part #400050000) enclosed.



**Metal Tag Located on Dash in Front of Driver**

**LABOR (Time to perform required repairs)**

Install new Paper Certification	.1 hr.
Remove and install new Metal Certification (when required)	.2 hr.
Install small windshield VIN tag (when required)	.1 hr.
Locate vehicle and complete recall information	.3 hr.

**Re-Registration Cost**

The charges from the Motor Vehicle Department to change the title will be reimbursed. A copy of the receipt along with the invoice for the above labor is required.

**ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)**

Proceed immediately to make necessary corrections 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 the customer must be notified from your dealer location.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which 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.

In order to avoid having to replace an owner's vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his vehicle as soon as possible.

**RECALL CLAIMS – American Transportation Dealers**

Refer to the Dealer's Policy Manual for procedures to conduct Recall Campaigns. It is important that the Recall Coding be completed properly to assist in processing the recall claim. Complete instructions will be found in the Dealer Policy Manual, Section 7-1. Special attention should be given to Items 39 through 44.

GROUP	NOUN	C	WARR	TH	PAD
00302		2	40	P	100

GROUP Enter Recall Number

NOUN Leave Blank.

C (CAUSE) Enter either 1, 2, or 3.  
 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

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.

**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, 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 Safety Recall 99307.

Reproduction: Not Required

# American Transportation Corporation

## RECALL NOTICE

**AMERICAN TRANSPORTATION RECALL # 00-302  
NHTSA # 00V-208**

**September 2000**

Dear American Transportation Bus Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. American Transportation Corporation has determined that the Vehicle Identification Number (VIN) on certain International<sup>®</sup> IC, AmTran RE<sup>™</sup> and AmTran FE<sup>™</sup> buses fails to conform to federal regulations requirements for VINs (49 C.F.R. (Code of Federal Regulations) 565 Vehicle Identification Number Requirements).

The affected International<sup>®</sup> IC model buses were built from March 17, 2000 through June 13, 2000. The affected AmTran FE<sup>™</sup> and AmTran RE<sup>™</sup> model buses were built from June 1, 2000 through July 15, 2000.

The vehicle identified on the enclosed card fits this description and our records show you as the owner of this vehicle.

### **DEFECT DESCRIPTION**

On some of the above International<sup>®</sup> IC, AmTran RE<sup>™</sup> and AmTran FE<sup>™</sup> school buses, the digits located in the 9<sup>th</sup> and 10<sup>th</sup> positions of the VIN are in error. The 10<sup>th</sup> position code reflects the model year, and was published as a "Y" (for 2000 model year) on the recalled units. It should have been a "1" for 2001 model year. Changing the model year code also changes the 9<sup>th</sup> position code since it is derived from a calculation using the model year code.

The VIN is located on the certification label on every vehicle and must reflect the correct number. The invoice and Manufacturer's Certificate of Origin (MCO) may also have the incorrect VIN applied. These errors will affect the registration of the vehicle.

### **ACTIONS YOU SHOULD TAKE**

1. Replace the current certification label in the bus with the correct label enclosed with this letter.
2. Examine your MCO.  
If the VIN on the MCO agrees with the corrected certification label enclosed with this letter, your MCO is correct and the AFFIDAVIT OF CORRECTION also enclosed with this letter should be destroyed. If the VIN number on the MCO does not agree with the corrected certification label enclosed with this letter, your MCO is in error and you will need to submit the AFFIDAVIT OF CORRECTION along with the MCO to register the bus. If you have already registered this vehicle you will have to re-

register with the correct VIN. If you are not required to register your vehicle, retain the AFFIDAVIT OF CORRECTION with your MCO.

3. After the certification label has been replaced, please check box #2 on the "AUTHORIZATION FOR RECALL SERVICE" card. Sign and return the card to American Transportation.
4. Some states require a label reflecting the VIN to be placed on the dash at the bottom of the windshield. If your vehicle was built with this option, we have enclosed a small replacement tag with the correct VIN. Please follow the procedure below to install.
5. The mylar manufacturer's label that is located under the hood on the driver side of the dash next to the wiring connector (see picture) is not a federal or state requirement. American Transportation is not required to change this label. It may be removed or ignored.



**Mylar Label Under Hood**

You may make arrangements to have your American Transportation dealer assist you in performing this repair. American Transportation estimates that its dealers will have instructions to remedy this defect by September 15, 2000.

### **REPAIR PROCEDURE**

#### **Certification Label Replacement:**

The certification label is located on the forward overhead panel above the driver.



**Certification Label Located Above Driver**

**Paper Certification Labels:**

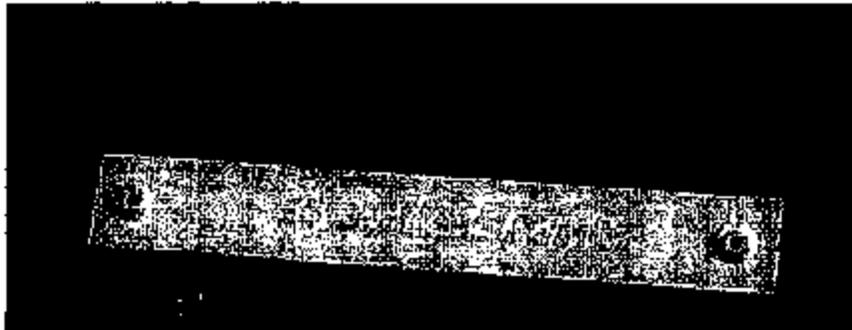
If the vehicle identified has a paper label, the kit supplied with this letter should have a new paper label enclosed. Remove the backing off of the label and apply it directly over the existing certification label.

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**Metal Lower Windshield VIN Tags:**

If your vehicle has a metal VIN tag located on the dash in front of the driver, we have enclosed a new VIN tag. Remove the rivets using a # 27 bit, drill through the center of the two rivets that retain the metal tag to the panel. Remove and destroy the old metal tag. Install the new enclosed metal tag in the same location using two rivets (part #400050000) enclosed.



**Metal Tag Located on Dash In Front of Driver**

**LABOR (Time to perform required repairs)**

Install new Paper Certification	.1 hr.
Remove and install new Metal Certification (when required)	.2 hr.
Install small windshield VIN tag (when required)	.1 hr.
Locate vehicle and complete recall Information	.3 hr.

**Re-Registration Cost**

The charges from the Motor Vehicle Department to change the title will be reimbursed. A copy of your receipt along with the invoice for the labor above is required.

**RECALL CLAIMS**

To assist in processing the recall, it is important that you provide an invoice with the following information.

Body Serial # \_\_\_\_\_; Vin # \_\_\_\_\_;

Recall Campaign # \_\_\_\_\_; Facilities Repair Labor rate \_\_\_\_\_;

Hours Charged: \_\_\_\_\_;

**WHAT YOUR AMERICAN TRANSPORTATION DEALER WILL DO**

Your American Transportation dealer will repair your vehicle **free of charge** (parts and labor). Please make arrangements with your American Transportation dealer for repair on a mutually agreed upon date.

**IF YOU NEED HELP**

If the dealer does not remedy this condition without charge on the mutually agreed upon date, you can obtain assistance by calling American Transportation customer service at the toll free number listed below. You may also wish to submit a complaint to the Administrator of the National Highway Traffic Safety Administration if you believe that American Transportation Corporation or its dealer has failed to remedy the vehicle without charge, within a reasonable time, which is no longer than 60 days after you first tender to obtain repair. Submit your complaints to 400 Seventh Street, S.W., Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

If you have questions concerning this notification, please contact an authorized American Transportation dealer or our Compliance Department at 1-800-843-5615. You may locate your nearest dealer by calling 1-800-892-7781 or you may call our Compliance Department.

We request your prompt attention in the correction of this defect and apologize for any inconvenience it may cause you.

**IMPORTANT**

In the event you no longer own the vehicle described, please fill in the requested information on the enclosed postage-prepaid card and return it to us. This information will allow us to notify the correct owner.