AmericanTransportation Corporation

RECALL NOTICE

AMERICAN TRANSPORTATION RECALL # 01302 **August 2001**
NHTSA RECALL # 01V-241

Dear American Transportation Bus Customer:

Issue: Heater/Defroster Motor Excessive Operating Current

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 a defect which relates to motor vehicle safety exist in certain AmTran® RE™ and AmTran® FE™ buses. The heater/defroster blower in these buses may have excessive current draw, which in some cases has caused the melting of the switch terminals and/or the switch harness. The melting of the switch terminals and the switch harness is being considered a **safety issue**.

The affected AmTran RE and AmTran FE model buses were built from January 01, 1998 through June 30, 2000. The vehicle identified on the enclosed card fits this description and our records show you as the owner of this vehicle.

DEFECT DESCRIPTION
The subject AmTran RE and AmTran FE bus has a heater/defroster blower, which may have excessive current draw when operated at high speed only. This condition may cause the melting of the switch terminals and/or the switch harness.

ACTIONS YOU SHOULD TAKE
Advise the operators of the subject buses of this defect. If the operator detects smoke or the smell of melting wire insulation from the blower control panel or repeated failure of the circuit protection for the heater, the operation of the heater/defroster at high speed should be discontinued until the repair is made. If the reduced performance compromises the safe operation of the bus, the bus should be placed out of service until the repair is made.

Inspect the identified unit per the following instructions.

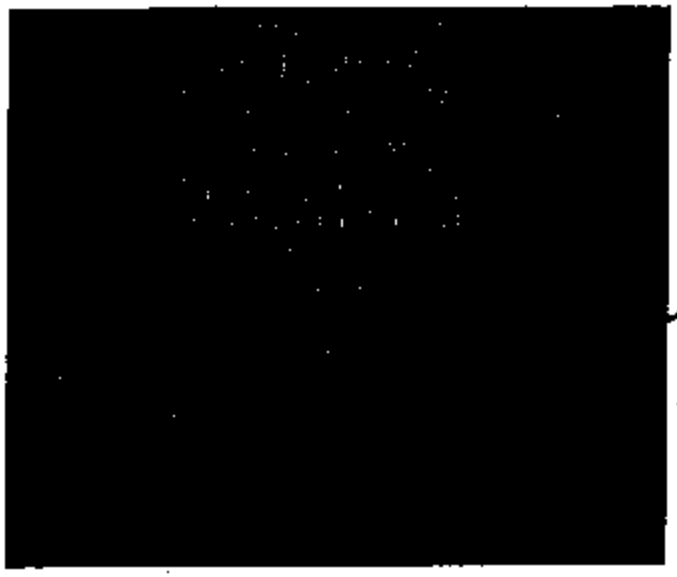
INSPECTION PROCEDURE

The owner or dealer may perform this inspection.

Step # 1. Verify that the heater system installed in this unit is involved in this recall.

- Inspect the serial number on the Kysor Westran I.D. label located on the cover of the unit. (See picture below.)
- The first six digits of the serial number are the date in MMDDYY format. Example: (010198) January/1st/98.

- If the date is not between Jan 01, 1998 and June 30, 2000, return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 1 checked (Inspected – No corrections necessary). This bus does not require repair and we will document that the inspection has been performed.
- If the date is between Jan 01, 1998 and June 30, 2000, proceed to step # 2.



Serial Number

Step # 2. Verify that the heater/defroster blower assembly has excessive current draw. The excessive current draw only happens when the heater is operated at high speed. A 20-ampere fuse or circuit breaker protects the heater circuit on the bus. The fuse or circuit breaker is located in the body fuse panel identified as a heavy gauge black wire with the circuit number 7 stamped on the wire. This body fuse panel is located in the electrical access box located just below the driver's window. If you are experiencing smoke or the smell of melting wire insulation from the blower control panel or repeated failure of the 20-ampere circuit protection for the heater, the cause may be because the heater/defroster blower assembly has excessive current draw. **(Caution: Never use circuit protection larger than specified, which in this case is 20-ampere.)**

- If the problems defined in step # 2 are positive, the defroster fan assembly with motor and switch must be replaced and the replaced parts returned to the supplier for review. See Repair Procedure below.

- If you are not experiencing the problems noted in step #2, return the enclosed self addressed and stamped "AUTHORIZATION FOR RECALL SERVICE" card with box # 1 checked (Inspected – No corrections necessary). This bus does not require repair and we will document that the inspection has been performed.

REPAIR PROCEDURE

You may make this repair yourself or request your dealer to make this repair.

If you choose to make this repair, complete and return the enclosed self-addressed and stamped "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked.

Please verify that your UPS shipping address is correct. When the card is returned to us with box 8 checked, we will request the heater manufacturer to forward to your attention a kit with instructions to make the repair. When the repair is completed, an invoice should be sent to collect for the labor (see Recall Claims below).

If you prefer to have your dealer make this repair, please arrange with your dealer for repair on a mutually agreed upon date. Request the dealer to return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked. The dealer must note on the card his shipping address. We will have the kit shipped directly to your dealer. Please allow sufficient time for your dealer to receive the repair kit.

The repair procedure involves the replacement of the defroster blower assembly with the motor, switch and switch harness. Complete instructions to make the repair are included with the kit and no special tools are required. Replaced parts from the repair must be returned to the supplier for evaluation. If the replaced parts are not returned to the supplier a charge for the new parts originally furnished at no charge will be billed to the receiving party. Return shipping instructions will be included with the repair instructions.

LABOR:

Remove, and install new blower and switch assembly	1.6 hrs.
Complete recall documentation and inspection	.2 hr.

PARTS:

PART NUMBER	PART DESCRIPTION	QUANTITY
Bergstom # 869579	RE Repair Kit	1
Bergstom # 869581	FE Repair Kit	1

RECALL CLAIMS:

For Repairs Performed By Customer or Dealers Other Than International

To assist in processing the recall, it is important that you provide an invoice with the following information to American Transportation Corporation, PO Box 6000, Conway, Arkansas, 72033, Attn: Compliance Department.

Body Serial #: Vin #: Recall Campaign #: Facilities Repair Labor Rate:
Work Performed - Inspection Only or Inspection and Repair:
Shipping Cost to Return Failed Parts:
Note: No claims will be paid until the replaced parts are returned.

WHAT YOUR AMERICAN TRANSPORTATION DEALER WILL DO

Your American Transportation dealer will repair your vehicle **free of charge** (parts and labor). American Transportation estimates that its dealers will have instructions to remedy this defect by October 1, 2001. Please arrange 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 1-800-993-7686 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 have caused.

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.

VEHICLE RECALL

AMERICAN TRANSPORTATION RECALL # 01302
NHTSA RECALL # 01V-241

September 2001

Bob Douglas

All American Transportation Dealers

Compliance

SUBJECT: VEHICLE RECALL
Heater/Defroster Motor Excessive Operating Current

DEFECT DESCRIPTION
American Transportation has mailed to the affected customers the following notice. 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 a defect which relates to motor vehicle safety exist in certain AmTran® RE™ and AmTran® FE™ buses. The heater/defroster blower in these buses may have excessive current draw, which in some cases has caused the melting of the switch terminals and/or the switch harness. The melting of the switch terminals and the switch harness is being considered a safety issue.

VEHICLES INVOLVED
The affected AmTran RE and AmTran FE model buses were built from January 01, 1998 through June 30, 2000.

ACTIONS REQUIRED
The customer was requested to advise the operators of the subject buses of this defect. If the operator detects smoke or the smell of melting wire insulation from the blower control panel or repeated failure of the circuit protection for the heater, the operation of the heater/defroster at high speed should be discontinued until the repair is made. If the reduced performance compromises the safe operation of the bus, the bus should be placed out of service until the repair is made.

We also requested the customer to have the unit inspected as stated below.

INSPECTION PROCEDURE
The owner or dealer may perform this inspection.

Step # 1. Verify that the heater system installed in this unit is involved in this recall.

- Inspect the serial number on the Kysor Westran I.D. label located on the cover of the unit. (See picture below.)
- The first six digits of the serial number are the date in MMDDYY format. Example: (010198) January/1st/98.
- If the date is not between Jan 01, 1998 and June 30, 2000, return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 1 checked (Inspected – No corrections necessary). This bus does not require repair and we will document that the inspection has been performed.
- If the date is between Jan 01, 1998 and June 30, 2000, proceed to step # 2.

Serial Number

Step # 2. Verify that the heater/defroster blower assembly has excessive current draw. The excessive current draw only happens when the heater is operated at high speed. A 20-ampere fuse or circuit breaker protects the heater circuit on the bus. The fuse or circuit breaker is located in the body fuse panel identified as a heavy gauge black wire with the circuit number 7 stamped on the wire. This body fuse panel is located in the electrical access box located just below the driver's window. If you are experiencing smoke or the smell of melting wire insulation from the blower control panel or repeated failure of the 20-ampere circuit protection for the heater, the cause may be because the heater/defroster blower assembly has excessive current draw. **(Caution: Never use circuit protection larger than specified, which in this case is 20-ampere.)**

- If the problems defined in step # 2 are positive, the defroster fan assembly with motor and switch must be replaced and the replaced parts returned to the supplier for review. See Repair Procedure below.

- If you are not experiencing the problems noted in step #2, return the enclosed self-addressed and stamped "AUTHORIZATION FOR RECALL SERVICE" card with box # 1 checked (Inspected – No corrections necessary). This bus does not require repair and we will document that the inspection has been performed.

REPAIR PROCEDURE

The owner was told that they might make this repair or contact their dealer to perform this repair.

We told the customer to complete and return the enclosed self-addressed and stamped "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked. Please verify that their UPS shipping address is correct. When the card is returned to us with box # 8 checked, we will request the heater manufacturer to forward to their attention, a kit and instructions to make the repair. When the repair is completed, an invoice should be sent to collect for the labor (see Recall Claims below).

We also told them if you prefer to have your dealer make this repair, please arrange with your dealer for repair on a mutually agreed upon date. Request the dealer to return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked. The dealer must note on the card his shipping address. We will have the kit shipped directly to the dealer. Please allow sufficient time for your dealer to receive the repair kit

The repair procedure involves the replacement of the defroster blower assembly with the motor, switch and switch harness. Complete instructions to make the repair are included with the kit and no special tools are required. Replaced parts from the repair must be returned to the supplier for evaluation. If the replaced parts are not returned to the supplier a charge for the new parts originally furnished at no charge will be billed to the receiving party. Return shipping instructions will be included with the repair instructions.

LABOR:

Remove, and install new blower and switch assembly	1.6 hrs.
Complete recall documentation and inspection	.2 hr.

PARTS:

PART NUMBER	PART DESCRIPTION	QUANTITY
Bergstom # 869579	RE Repair Kit	1
Bergstom # 869581	FE Repair Kit	1

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

Proceed immediately to make the necessary corrections to the units in your 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.
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 – International 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	TP	PAD
0	1	3	0	2				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.

RECALL CLAIMS:

For Repairs Performed By Customer or Dealers Other Than International

To assist in processing the recall, it is important that you provide an invoice with the following information to American Transportation Corporation, PO Box 6000, Conway, Arkansas, 72033, Attn: Compliance Department.

Body Serial #: Vin #: Recall Campaign #: Facilities Repair Labor Rate:
Work Performed - Inspection Only or Inspection and Repair:
Shipping Cost to Return Failed Parts:
Note: No claims will be paid until the replaced parts are returned.

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make the necessary correction to the units in your 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 distributor location.**

Export locations are to submit warranty claims in the usual manner making reference to Safety Recall 01302.

Reproduction: Not Required

AmericanTransportation Corporation
REVISED RECALL NOTICE

AMERICAN TRANSPORTATION RECALL # 01302 Rev A **December 2001**
NHTSA RECALL # 01V-241

Dear American Transportation Bus Customer:

Issue: Heater/Defroster Switch Connection Melting

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 a defect which relates to motor vehicle safety exists in certain International® and AmTran® RE™ and International and AmTran FE™ buses. The heater/defroster switch in these buses may become defective, which in some cases has caused the melting of the heater harness connector at the switch terminals or the high-speed wire insulation at the connector. Also, some of the units had improper circuit protection size installed in the heater defroster circuit. The melting issue and the circuit size error are being considered **a safety issue.**

The affected AmTran RE model buses were built from January 01, 1995 through April 29, 2001. The affected AmTran FE model buses were built from January 01, 1999 through April 29, 2001. The vehicle identified on the enclosed card fits this description and our records show you as the owner of this vehicle.

Please Note: The original recall notice number 01302 dated August 2001 must be ignored. That notice misdiagnosed the root cause of the melting issue. If you received the original recall notice, replace the original recall notice and "Authorization for Recall Service" card with this revised issue. If you have already received a repair kit for the original notice, please return the "Authorization for Recall Service" card with box # 2 checked (Corrections made). If you inspected your unit using the original recall and determined that no repair was required, we ask that you follow the instructions of this revised recall.

DEFECT DESCRIPTION

The heater/defroster switch after extended usage on high speed may become defective which creates high resistance in the switch. The high resistance may destroy the switch and melt the wiring connector at the switch and or the high-speed wire insulation at the connector.

On AmTran RE units built from January 1, 1995 through January 1, 1999, a 30-ampere circuit protection was used to protect the heater circuit. A 20-ampere circuit protection should have been used.

PARTS:

PART NUMBER	PART DESCRIPTION	QUANTITY
Bergstom # 869699	RE Repair Kit Prior to January 1, 1999	1
Bergstom # 869579	RE Repair Kit After January 1, 1999	1
Bergstom # 869581	FE Repair Kit	1

RECALL CLAIMS:

For Repairs Performed By Customer or Dealers Other Than International

To assist in processing the recall, it is important that you provide an invoice with the following information to American Transportation Corporation, PO Box 6000, Conway, Arkansas, 72033, Attn: Compliance Department.

Body Serial #: **Vin #:** **Recall Campaign #:** **Facilities Repair Labor Rate:**

WHAT YOUR AMERICAN TRANSPORTATION DEALER WILL DO

Your American Transportation dealer will repair your vehicle **free of charge** (parts and labor). American Transportation estimates that its dealers will have instructions to remedy this defect by January 4, 2002. Please arrange 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 1-800-993-7686 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 have caused.

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.

ACTIONS YOU SHOULD TAKE

Advise the operators of the subject buses of this defect. If the operator detects smoke or the smell of melting wire insulation from the blower control panel, the operation of the heater/defroster at high speed should be discontinued until the repair is made. If the reduced performance compromises the safe operation of the bus, the bus should be placed out of service until the repair is made. Take action to have the defect repaired. Inspect the identified unit per the following instructions.

INSPECTION PROCEDURE

Inspection is not required if your unit is an RE model built between January 01, 1995 and April 29, 2001 or an FE model built after January 1999 through April 29, 2001, and the vehicle identified on the enclosed card fits the description of your unit. Have your unit repaired by following the "Repair Procedure".

The owner should perform this inspection. If your unit is an FE model built in January of 1999, inspect it to confirm that it only has one switch on the heater control panel. If it has two switches, it is not included in this recall. (You may also determine if your FE unit is involved in this recall by inspecting the instrument panel. Units with a gray plastic instrument panel are included in this recall.) If it is not involved in the recall, please return the "Authorization for Recall Service" card with box # 1 checked (Inspected – No corrections necessary).

REPAIR PROCEDURE

You may make this repair yourself or request your dealer to make this repair.

If you choose to make this repair, complete and return the enclosed self-addressed and stamped "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked. Please verify that your UPS shipping address is correct. When the card is returned to us with box #8 checked, we will request the heater manufacturer to forward to your attention a kit with instructions to make the repair. When the repair is completed, an invoice should be sent to American Transportation to collect for the labor (see Recall Claims below).

If you prefer to have your dealer make this repair, please arrange with your dealer for repair on a mutually agreed upon date. Request the dealer to return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked. The dealer must note on the card his shipping address and we will have the kit shipped directly to your dealer. Please allow sufficient time for your dealer to receive the repair kit.

The repair procedure involves the replacement of the switch and switch harness with a new switch, switch harness, relay and relay harness. For the RE units built prior to January 1, 1999, the kit will also include a 20-ampere manual circuit breaker. Complete instructions to make the repair are included with the kit and no special tools are required.

LABOR:

Remove and install new materials and complete documentation.	1.6 hrs.

[redacted]

REVISED VEHICLE RECALL

AMERICAN TRANSPORTATION RECALL # 01302 Rev A **December 2001**
NHTSA RECALL # 01V-241

All American Transportation Dealers

SUBJECT: REVISED VEHICLE RECALL
Heater/Defroster Switch Connection Melting

DEFECT DESCRIPTION
American Transportation has mailed to the affected customers the following notice. 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 a defect which relates to motor vehicle safety exists in certain International® and AmTran® RE™ and International and AmTran FE™ buses. The heater/defroster switch in these buses may become defective, which in some cases has caused the melting of the heater harness connector at the switch terminals or the high-speed wire insulation at the connector. Also, some of the units had improper circuit protection size installed in the heater defroster circuit. The melting issue and the circuit size error are being considered a **safety issue**.

The heater/defroster switch after extended usage on high speed may become defective and create high resistance in the switch. The high resistance may destroy the switch and melt the wiring connector at the switch and or the high-speed wire insulation at the connector.

On AmTran RE units built from January 1, 1995 through January 1, 1999, a 30-ampere circuit protection was used to protect the heater circuit. A 20-ampere circuit protection should have been used.

Please Note: The original recall notice number 01302 dated August 2001 must be ignored. That notice misdiagnosed the root cause of the melting issue. The customer was told that if they received the original recall notice, they are to replace the original recall notice and "Authorization for Recall Service" card with this revised issue. If they already received a kit for the original notice, they are requested to return the "Authorization for Recall Service" card with box # 2 checked (Corrections made). If the customer inspected their unit using the original recall and determined that no repair was required, we asked them to follow the instructions of this recall.

VEHICLES INVOLVED

The affected AmTran RE model buses were built from January 01, 1995 through April 29, 2001. The affected AmTran FE model buses were built from January 01, 1999 through April 29, 2001.

ACTIONS REQUIRED

The customer was requested to advise the operators of the subject buses of this defect. If the operator detects smoke or the smell of melting wire insulation from the blower control panel, the operation of the heater/defroster at high speed should be discontinued until the repair is made. If the reduced performance compromises the safe operation of the bus, the bus should be placed out of service until the repair is made. Take action to have the defect repaired. Inspect the identified unit per the following instructions.

INSPECTION PROCEDURE

The owner was told inspection is not required if their unit is an RE model built between January 01, 1995 and April 29, 2001 or an FE model built after January 1999 through April 29, 2001, and the vehicle identified on the enclosed card fits the description of their unit. Have your unit repaired by following the "Repair Procedure".

The owner was asked to perform this inspection. If their unit is an FE model built in January of 1999, inspect it to confirm that it only has one switch on the heater control panel. If it has two switches, it is not included in this recall. (They may also determine if your FE unit is involved in this recall by inspecting the instrument panel. Units with a gray plastic instrument panel are included in this recall.) If it is not involved in the recall, please return the "Authorization for Recall Service" card with box # 1 checked (Inspected – No corrections necessary).

REPAIR PROCEDURE

The owner was told that they might make this repair or contact their dealer to perform this repair.

We told the customer that if they chose to make this repair, they should complete and return the enclosed self-addressed and stamped "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked and verify that their UPS shipping address is correct. When the card is returned to us with box # 8 checked, we will request the heater manufacturer to forward to the customer's attention, a kit and instructions to make the repair.

We also told them that if they preferred to have their dealer make this repair, to arrange with the dealer for repair on a mutually agreed upon date. The customer was also

requested to return the "AUTHORIZATION FOR RECALL SERVICE" card with box # 8 checked. The dealer must note on the card his shipping address. We will have the kit shipped directly to the dealer. We requested the customer to allow sufficient time for the dealer to receive the repair kit.

The repair procedure involves the replacement of the switch and switch harness with a new switch, switch harness, relay and relay harness. For the RE units built prior to January 1, 1999, the kit will also include a 20-ampere manual circuit breaker. Complete instructions to make the repair are included with the kit and no special tools are required.

Enclosed with this notice to the dealers are new pages for the service manuals for RE models built prior to January 1, 1999. They have been changed to reflect the correct circuit size requirement for the heater system.

LABOR:

Remove and install new materials and complete documentation. 1.6 hrs.

PARTS:

PART NUMBER	PART DESCRIPTION	QUANTITY
Bergstom # 869699	RE Repair Kit Prior to January 1, 1999	1
Bergstom # 869579	RE Repair Kit After January 1, 1999	1
Bergstom # 869581	FE Repair Kit	1

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

Proceed immediately to make the necessary corrections to the units in your 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.
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 – International 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	TP	PAD
0 1 3 0 2			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.

RECALL CLAIMS:

For Repairs Performed By Customer or Dealers Other Than International

To assist in processing the recall, it is important that you provide an invoice with the following information to American Transportation Corporation, PO Box 6000, Conway, Arkansas, 72033, Attn: Compliance Department.

Body Serial #: Vin #: Recall Campaign #: Facilities Repair Labor Rate:

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make the necessary correction to the units in your 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 distributor location.**

Export locations are to submit warranty claims in the usual manner making reference to Safety Recall 01302.

Reproduction: Not Required