



# SERVICE BULLETIN

SB1354

<b>ADDRESSEES</b>	: ABC Customer Care and Parts Source
<b>VEHICLE TYPE</b>	: A300L, C2045, T2145, TX45, TDX25, TD925
<b>CONFIGURATION GROUP</b>	: 10.42 Body - Interior
<b>BULLETIN TYPE</b>	: Safety Recall NHTSA 16V-144
<b>DATE</b>	: May 9th, 2016
<b>SUBJECT</b>	: <b>To inspect J-Bracket for missing welds on Recaro drivers' seat and replace J-Bracket if necessary</b>
<b>TERMS &amp; CONDITIONS</b>	: Refer to RECARO campaign documents (see Enclosures)

## APPLICATION:

The recall campaign, subject of this Bulletin, is applicable to following vehicles that may have been OEM fitted with a defective RECARO Ergo Metro AM80 driver seat manufactured between April 2010 and October 2015.

Model	VIN
A300L	64883→64895
C2045	46286
T2145	44701, 44711→44748, 44759, 44760, 44766→44770, 44911→44925, 44954→44957
TX45	41198, 41199, 41250→41259, 41264, 41297→41301, 41310→41314, 41345→41357
TDX25	42819, 42820, 42892→42897
TD925	42495, 42526→42535, 42628, 42629, 42657→42663, 42666→42673, 42740→42749, 42763, 42764, 42781→42799, 42821→42843

This list shows Van Hool vehicles which may have a RECARO Ergo Metro AM80 driver seat with defective seatbelt anchorage J-brackets.

Owners of vehicles which have had the seatbelt anchorage J-bracket replaced prior to this notification, whether listed in this Bulletin or not, should recheck the part as described in this Service Bulletin.

*Continued on next page*

## **DESCRIPTION:**

Van Hool NV has decided that a defect which relates to motor vehicle safety exists in certain Van Hool buses and coaches equipped with RECARO ERGO-M driver seat. Certain "J-Brackets" in the Recaro ERGO-M seats may be missing welds. If the J-Bracket is missing welds, it may separate from the seatbelt anchorage assembly and the bus driver may not be properly restrained in the event of a crash increasing the risk of injury.

Using the attached RECARO Service Instruction, check the driver's seat J-bracket welds. RECARO estimates an inspection time of five (5) minutes. If the J-bracket is missing the welds, the J-bracket will need to be replaced. RECARO will provide replacement J-brackets free of charge. Please contact RECARO direct at (248)484-3203 for replacement parts. RECARO estimate a repair time of 1.5 hours for the replacement.

Contact RECARO directly at (248)484-3203 when the inspection and/or repair is completed using the attached RECARO 'Inspection Form' and 'Warranty Claim Form' for reimbursement.

Refer to the procedures in this Service Bulletin for instructions. The terms and conditions of the campaign have been detailed in the warranty section.

## **WARRANTY INFORMATION:**

RECARO is offering reimbursement for the inspection and the repair of the seats. To obtain reimbursement, fill out the RECARO 'Warranty Claim' Form that is included in this information package. Regardless if reimbursement is applied for, due to regulatory requirements, RECARO requires your feedback on all inspections using the attached RECARO 'Inspection Form'.

Campaign reference: NHTSA recall campaign VAN HOOL 16V-144/RECARO 15E-088

Causal part: RECARO Ergo Metro AM80 (Van Hool part number VH 11131170).

The safety recall campaign subject of this bulletin is conducted by RECARO Automotive Seating, 4120 Luella Lane – Auburn Hills, MI 48326 – USA. All inquiries/correspondence regarding the campaign should be directed to RECARO Automotive Seating.

Van Hool will not accept any warranty claims for this repair.

## **ENCLOSURES:**

- RECARO Notification of Recall
- RECARO Service Instruction: Inspect and Repair J-Brackets
- RECARO Warranty Claim Form
- RECARO Inspection Form

## **HELPDESK:**

If you're unsuccessful in obtaining proper information or parts from RECARO Automotive Seating, please contact ABC Customer Care at 1-800-222-2871.

*Continued on next page*

### **INFORMATION HANDLING:**

Important supplements and modifications of technical information not yet included in the manual are communicated by means of Service Bulletins.

### **VAN HOOL CUSTOMER PORTAL:**

Consult the Van Hool customer portal for the latest service documentation. Beside the maintenance manual, you will also find the operating manual and the spare parts catalogue of your vehicle on the customer portal. The customer portal is accessible through [www.vanhool.be](http://www.vanhool.be), and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the link on the Van Hool website.



Your Message  
Your reference  
Department

Notification of Recall – ERGO M  
Recall #  
JCI – RECARO Automotive

RECARO Automotive Seating  
4120 Luella Lane · Auburn Hills, MI 48326 · USA

Telephone:  
Fax:  
Email:

(248)364-3818  
(248)364-3804  
commercial@recaro-automotive.com

Date

XX October 2015

To Whom It May Concern:

RECARO, a division of Johnson Controls, Inc., has initiated a recall with NHTSA on its ERGO-M operator seats manufactured between April, 2010 and October, 2015. The recall number is 15E-008.

Pursuant to this recall, all ERGO M operator seats with a 2-point lap belt or a 3-point shoulder seatbelt should be remedied. The remedy consists of an inspection and, if necessary, the installation of a correctly welded seatbelt anchorage J- bracket (right-hand and/or left-hand).

Enclosed is a spreadsheet of the affected seats and the inspection and repair instructions. If any of the seats are still within your inventory, Federal law requires you to inspect and remedy the seat before delivery. RECARO is offering reimbursement for the inspection and repair of the seats. To obtain reimbursement, fill out the RECARO Warranty Form that is included in this notification. Regardless if reimbursement is applied for, due to regulatory requirements, RECARO requires your feedback on all inspection and repairs performed on a quarterly basis.

Upon inspection, if you find that the replacement of the seatbelt anchorage J-bracket (right-hand, left-hand or both) is required, please fill out the warranty form and return it to RECARO and a repair kit will be sent to you.

Please be reminded that if any of the affected units were installed as original equipment on vehicles you manufactured, your company must notify the National Highway Traffic Safety Administration (NHTSA) within five business days and conduct a safety recall of those vehicles. If any of the affected seats are still in your inventory, you must remedy those seats prior to delivery to the customer.

If you have any questions or comments regarding the enclosed information, please contact Brian Sabo at (248)484-3203 or John Bright at (248)484-3263.

Kind regards

Emil Kreycik  
RECARO Automotive Seating  
General Manager

Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 1 / 8			Revised	10/30/2015	Chris Perkins

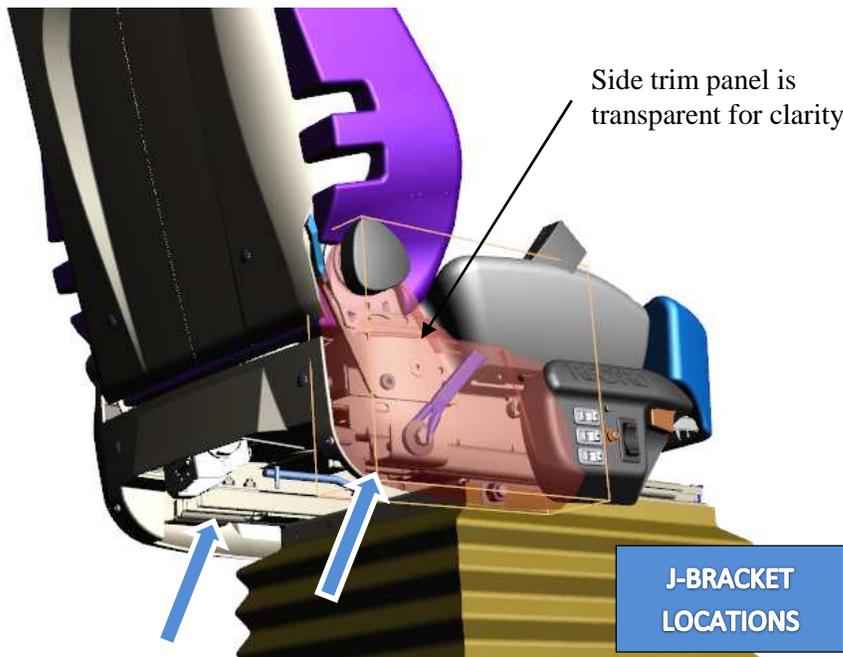
STEP	PICTURES / DESCRIPTIONS	Special Criteria
------	-------------------------	------------------

This procedure describes a 2 part process. Both inspection and repair, if necessary, are covered by this document.

**SECTION 1 – INSPECTION**

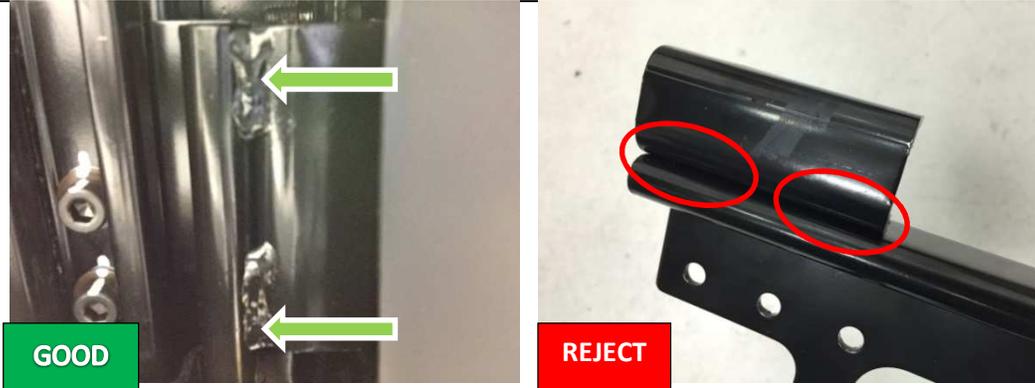


1. Position the seat to “full forward” and “full up” to obtain the serial number on the seat. The serial number decal is located on the back of the seat on the top of the suspension between the seat tracks, shown above. Record the bus number and serial number of the seat.



Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 2 / 8			Revised	10/30/2015	Chris Perkins

STEP	PICTURES / DESCRIPTIONS	Special Criteria
------	-------------------------	------------------



- Position the seat to best expose the underside of the J-brackets, “full up” and “full rear” would typically be best best location. Examine both J-brackets for presence of underside welds. Document condition of J-brackets.

If any of the welds are missing from the bottom of either J-Bracket, continue to section 2. If both welds are present and the parts are good, no further work is required.

**SECTION 2 – REPLACEMENT**

**Parts List**

Left hand kit, 7225212.1: 40854107-01 J Bracket Upper LH  
 30870807 – BOLT M8-1.25X22 10.9 DIN – 3 pieces  
 Right hand kit, 7225212.2: 50854107-01 J Bracket Upper RH  
 30870807 – BOLT M8-1.25X22 10.9 DIN – 3 pieces

**Tool List**

Impact or wrachet wrench with 5/8” socket and 6mm hex socket  
 13mm wrench  
 Torque wrench(es) capable of 22 Nm and 50 Nm (6mm hex bit, 5/8” socket)  
 Pick or small screwdriver (hole plug removal)  
 #2 screwdriver  
 2 inch tall block

For technical support – Contact RECARO’s service technician, Zech Ellis at (248)484-3234

- Prior to replacing the J-bracket, complete the RECARO warranty form to place an order for the repair kit. Email the form to [commercial@recaro-automotive.com](mailto:commercial@recaro-automotive.com) or fax it to (248)364-3804,  
 Once the parts have been received, follow the steps described here in Section 2.

Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	Service Instruction Inspect and Repair J-brackets	05	Released	10/21/2015	Chris Perkins
	Page 3 / 8			Revised	10/30/2015	Chris Perkins

STEP	PICTURES / DESCRIPTIONS	Special Criteria
------	-------------------------	------------------

*Note: It is recommended that the seat is removed from the vehicle prior to replacing the J-bracket.*



- If J-bracket(s) need to be replaced, remove the 2 hole plugs and 4 screws in the rear trim panel and the mounting screw from the rear corner panel(s). Remove the recliner handwheel.



Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	Service Instruction Inspect and Repair J-brackets	05	Released	10/21/2015	Chris Perkins
	Page 4 / 8			Revised	10/30/2015	Chris Perkins

STEP	PICTURES / DESCRIPTIONS	Special Criteria
------	-------------------------	------------------

3. Remove the belt buckle (or belt retractor/3pt anchor) from the bad J-bracket with a 5/8 socket. Set the removed components aside.



4. Position the seat back to “full forward”. Unfasten the front track bolt from the cushion frame using a 6mm hex bit and a 13mm wrench. Check the rear of seat for a track stop bolt. If present, remove it with the 6mm hex bit.



2 inch block



Operation #	SAP Line #	Operation Description	Level	Date	Author
M0999507	N/A	<b>Service Instruction</b> <b>Inspect and Repair J-brackets</b>	05	Released	10/21/2015
	Page 5 / 8			Revised	10/30/2015

STEP	PICTURES / DESCRIPTIONS	Special Criteria
------	-------------------------	------------------

- Position the seat to “full rear”. Unfasten the rear track bolts from the cushion frame using an 6mm hex bit and a 13mm wrench. Place a 2 inch block between the cushion frame and suspension to create just enough clearance to remove the J-bracket by sliding it rearward along the path of the track.



- Position the replacement part utilizing the same path and aligning all the mounting holes. Obtain replacement M8 bolts. Place rear fasteners thru the mounting holes from below and start the flange nuts by hand. Torque to 22 Nm.



- Position the seat to “full forward”. Obtain replacement M8 bolts. Place front fastener thru the mounting holes from below and start, by hand, the flange nut. Torque to 22 Nm.
- If applicable, replace the track stop bolt previously removed.

Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 6 / 8			Revised	10/30/2015	Chris Perkins

STEP	PICTURES / DESCRIPTIONS	Special Criteria
------	-------------------------	------------------



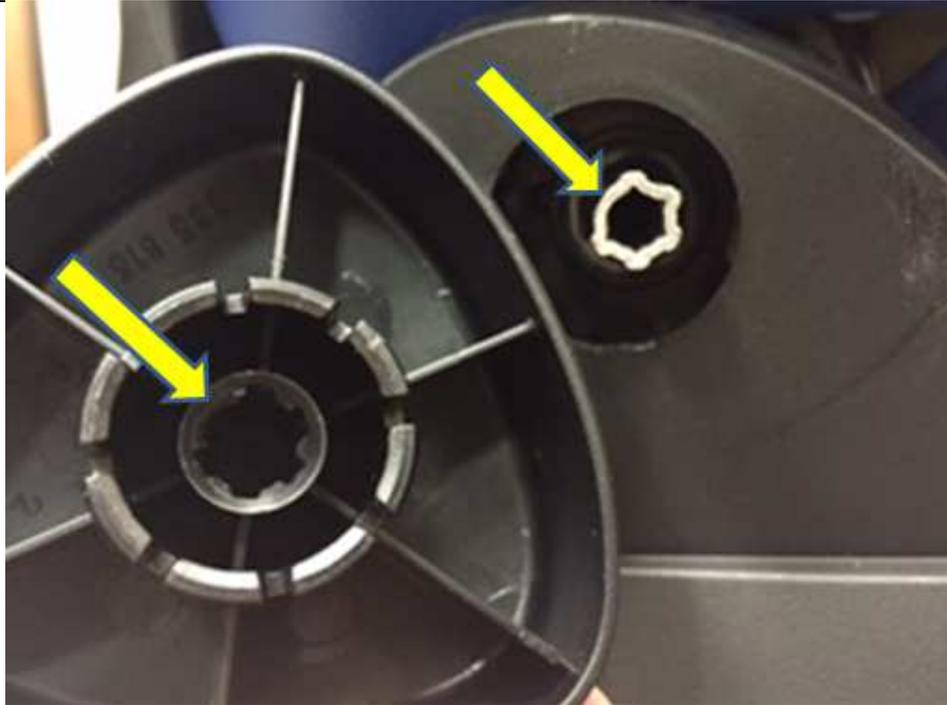
9. Route the buckle through the rear trim panel. Hand start the seat belt buckle bolt into the replacement J-Bracket part now in the seat. Torque to 50 Nm.
10. If needed, replace the other side J-bracket using the same procedure documented in steps 5-10.



11. Replace the corner panel(s) in original position and secure with the mounting screw(s) previously removed.

Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 7 / 8			Revised	10/30/2015	Chris Perkins

STEP	PICTURES / DESCRIPTIONS	Special Criteria
------	-------------------------	------------------



- Replace the recliner handwheel making sure to align the keyed pattern of the recliner rod to the handwheel.



- Position the rear trim panel into its original position and secure with the mounting screws previously removed. Install the hole plugs into the rear trim panel that were previously removed.

**Note: Save all parts as RECARO requires them to be returned.**

Operation #	SAP Line #	Operation Description	Level	Date	Author	
<b>M0999507</b>	<b>N/A</b>	<b>Service Instruction Inspect and Repair J-brackets</b>	<b>05</b>	Released	10/21/2015	Chris Perkins
	Page 8 / 8			Revised	10/30/2015	Chris Perkins

STEP	PICTURES / DESCRIPTIONS	Special Criteria
REV LEVEL	<b>REVISION LOG</b>	REV DATE
1.	Added document # and description provided by Adrienne Crowley	10/21/15
2.	Added part numbers.	10/22/15
3.	Added pictures of 3 pt retractor anchor, changed bolt quantity in kits to 3, and added block size.	10/23/15
4.	Added kit part numbers, 7225212.1 & 7225212.2	10/26/15
5.	Added picture to clarify J-bracket location on the seats and separated the inspection & repair.	10/30/15
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		

**SIGN OFF**

Manufacturing Engineer:	Date:
Quality Control:	Date:
Environmental Officer:	Date:
Health and Safety Officer:	Date:

CC[A]  
  CC  
  SC  
  IC



**WARRANTY CLAIM**

**How to turn in a claim**

After filling out all applicable information, e-mail this form to Recaro at [commercial@recaro-automotive.com](mailto:commercial@recaro-automotive.com); fax to (248) 364-3806 or mail it to Recaro Customer Service at 4120 Luella Lane, Auburn Hills, MI 48326. Save all bad items. You may need to return them to our Auburn Hills, MI facility for our examination. We will provide a Return Authorization # and shipping instructions for parts to be returned. If you have questions, call Customer Service at (800) 873-2276 or (248) 364-3818.

**Customer:**

Company	
Attention	
Street Address	
City, State/Province	
Zip/Postal Code	

Phone (voice)	
Phone (fax)	
E-Mail	

**Point of Use**

O.E.M.     Transit     Truck  
 Other Vehicle: \_\_\_\_\_ (Mfgr & Veh Type)  
 Office Seat     Not Yet Placed in Use

† Seat Part # (left top #)	
† Seat Serial # (bottom #)	
Vehicle #	
Mileage	
Date problem detected	

† If the claim involves a seat or parts from an installed seat, include seat part number and seat serial #, which can be found on a tag behind the seat back center insert. Commercial seats with suspensions and risers also have a serial # tag on the inside of the riser.

**Bad Part Identification**

Seat Model # or Component Part #	Item Description	Qty
1		
2		
3		
4		

**For Recaro Use**

Customer #	Order Entered by

Order #	Entry Date	Scheduled Ship Date	Qty / Line # (if partial ship)

**Problem Description**

**Proposed Actions**

**For Recaro Use**

Warranty Claim # assigned	W-	Approver's Initials & Date	
Action(s) to be Taken	<input type="checkbox"/> Ship Replacement	<input type="checkbox"/> No Return Required	
	<input type="checkbox"/> Repair by Recaro _____	<input type="checkbox"/> Issue RA	RA #      Entry Date
	<input type="checkbox"/> Credit Only (do not ship replacement)		
Warranty Determination	<input type="checkbox"/> Covered <input type="checkbox"/> Not Covered ( <b>A</b> buse)		
	<input type="checkbox"/> Not Covered ( <b>O</b> ther reason: _____ )		

RECARO Inspection Sheet

<b>Property:</b>		
<b>Seat Part #</b>		
<b><u>Date of Inspection</u></b>		<b>Person / Company Inspecting:</b>

	<u>Seat Serial #</u>	<u>Bus VIN #</u>	Good (Y or N)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			