



Frequently Asked Questions: FL832

1. If performing the recall, and we find a foam has been replaced with a “new” style foam (foam with the built in L shape styrene) do we need to verify that it is the correct part, and if so, how?

If block styrene is installed in foam (picture a) the recall, (shin guards) are required. If L shaped styrene is installed (picture b) in foam shin guards are not required.



a. Needs shin guard



b. Shin guard not needed

2. Will there be a way to communicate to customers the foam that is approved going forward to use that will allow the removal of the shin guards?

The part is labeled to stay with original equipped foam. (See chart below)

3. If a customer changes the foam using OEM replacement foam (see chart below) with the L shaped styrene the shin guard does not need to remain in place.

No.

4. Does aftermarket replacement foam need the shin guards installed?

Yes.

5. Do we need to install the shin guards on the barriers?

No.

6. Which seats are involved in FL832?

All SynTec S3B and S3C seats except for the S3C ICS and S3C lap shoulder belts are involved. This includes wall mount, track mount, and flip seats.

- a. *Wall mount seats do not need the last row done*
- b. *Track mount seats do need the last row done due to the ability to move position in the bus if floor plan changes*

7. Should shins guards need to be installed on both sides of seats?

Yes. Parts must be installed on aisle and wall side of the seat.

8. Should shin guards be installed on IMMI seats or Freeman seats?

No.

9. Why is there a visual difference in the rubber on the shin guard parts?

Earlier parts have a dull finish and the majority of parts have a shine finish to aid in the install by having it smoother.

10. How do I know the SRT to claim?

The seat count is the number of seats in the bus that require the repair.

11. Will staples be covered in FL832?

Yes. In the parts section, list them as "Staples" with a part type of "other" and the dollar amount (no handling since they were not purchased from a PDC).

12. In the event that a seat cover is damaged above the staple line while removing staples, will seat cover be replaced?

Yes. The dealer will need to contact their DM to get the seat cover covered via policy.

FOAM ASSEMBLY PART NUMBERS THAT REQUIRE SHIN GUARDS		FOAM ASSEMBLY PART NUMBERS THAT DO NOT REQUIRE SHIN GUARDS	
Original OLD		Interim foam used 8/15/19 thru 5/21/20.	
2483360	45"	29598	45"
2483361	39"	29599	39"
2483362	36"	29600	36"
2498827	32"	29601	32"
2483363	30"	29602	30"
2483364	26"	29602	26"
		New starting approx: May 21st 2020	
		29864	45"
		29865	39"
		29866	36"
		29867	32"
		29868	30"
		29869	26"