



IMPORTANT SAFETY RECALL NOTICE

June 22, 2020

OWNER ADDRESS

RE: Safety Standard Recall Notification # 20V348

Dear OWNER NAME,

This recall notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Coach and Equipment Mfg. Corp. has decided that a defect, which relates to motor vehicle safety may exist with your Coach and Equipment Mfg. Corp. buses installed with Freedman GO-ES Foldaway Seats.

I M P O R T A N T !

- Your Coach and Equipment Mfg. Corp. buses installed with Freedman GO-ES Foldaway Seats are being recalled.
- Please review the Freedman Seating inspection Instruction video and inspect any Freedman GO-ES Foldaway Seats installed in your Coach and Equipment Mfg. Corp. buses built between 9/1/2019 and 3/31/2020.

WHAT IS BEING RECALLED?

This recall applies to approximately 72 Coach and Equipment Mfg. Corp. Phoenix model buses manufactured between 9/1/2019 and 3/31/2020 that were installed with Freedman GO-ES Foldaway Seats.

WHY IS IT BEING RECALLED?

The Freedman GO-ES Foldaway Seats installed in your Coach and Equipment Mfg. Corp. buses may have been built with seat belt retractors that do not meet the requirements of FMVSS 209. This defect may increase the risk of occupant injury in the event of a vehicle collision or crash.

WHAT YOU AS THE OWNER / OPERATOR SHOULD DO:

- Inspect the Freedman GO-ES Foldaway Seat Belt Retractors in the concerned buses in your fleet using the supplied list of buses and the instruction video found at the link below.
- <https://www.freedmanseating.com/instructions/m2k-jss-retractor/>
- Once the inspections are completed, you must complete the m2k-jss-retractor online form whether the seat belt retractors were found compliant or not.
- Replacement seat belt retractors will be sent using information from your online form submittal.



- Upon completion of any recall repair work, you must file a claim with the Freedman Seating Company Customer Service for reimbursement referencing Freedman Seating Company Recall # 20E-004 on the claim.
- Freedman Seating Company Recall Contacts:
Terry Gogins or Anthony Lee or Anna Kurzawa
Customer Service Representative
Freedman Seating Company
4545 W Augusta Blvd
Chicago, IL. 60465
800-443-4540
Terry.gogins@freedmanseating.com
Anthony.lee@freedmanseating.com
Anna.Kurzawa@freedmanseating.com

WHAT COACH AND EQUIPMENT MFG. CORP. / FREEDMAN SEATING COMPANY WILL DO:

Coach and Equipment Mfg. Corp. incorporation with Freedman Seating Company will provide at no cost inspection / repair instructions, materials and reimbursement of labor costs for repairing defective seat belt retractors. The Freedman Seating Company has determined that each repair should take approximately 15 minutes and Freedman Seating Company will reimburse repair labor accordingly at \$25.00 per seat belt retractor.

If you feel that Coach and Equipment Mfg. Corp. has not fully answered your questions, please contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for your prompt attention to this matter. Your safety and satisfaction with the buses and services Coach and Equipment Mfg. Corp. provides to you are important to us. We regret this inconvenience to you. If you have any questions concerning these procedures, please contact Freedman Seating Customer Service at (800)-443-4540, or Coach and Equipment Mfg. Corp. at 800-724-8464.

Sincerely,

George D'Amato
Recall Administrator
Coach and Equipment Mfg. Corp.