



Transportation Solutions



a Division of Hickory Springs Manufacturing

August 15, 2017

**“ IMPORTANT SAFETY RECALL NOTICE ”**  
**NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**  
**RECALL NO: 17E045**

[ HSM Solutions Customer ]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. No. 577.13, *“Notification to Dealers and Distributors”*.

HSM Solutions / CE White, A Subsidiary of Hickory Springs Manufacturing Company, has decided that a defect which relates to motor vehicle safety exists in certain “Convertible School Bus Seats, QS11 Model Series” manufactured by HSM Solutions / CE White, which were shipped between December 01, 2013 and August 02, 2017.

Specifically, HSM has determined that All QS11 Convertible School Bus Seats as manufactured by CE White / HSM Solutions contain a defect, which in the event of a rear collision, may result in occupant injury. These seats were manufactured with integral D-Ring mounting studs in the upper area of the seat back frame. The upper seat area where the mounting studs are located does not provide an acceptable padding surface between the seat occupant and the D-Ring mounting stud. HSM has determined that in a rear end collision by a larger vehicle, there is a potential increased risk of injury or death, to passenger seat occupant(s). In a rear crash event, the occupants head may contact the D-Ring mounting stud, resulting in a head injury. For this to occur, the occupant must be sitting in a position on the seat, which would place the back of the head in line with the D-Ring mounting stud during the crash event.

There is no audible or visual warning, which would precede an event. All seat models indicated in this notice are presumed to contain the defect and must be repaired.

Upon receipt of this Recall Notice, HSM Solutions / CE White is requesting that you provide notification of this Safety Recall, Recall Parts Request Form and the HSM Recall Warranty Claim form to your Dealer and Customer/Owner of the subject seat(s).

To correct this condition, HSM Solutions / CE White, will facilitate the repairs via your Dealer/Service Agent or the Customer. HSM will provide parts and a Service Repair Procedure “SRP”, which will provide instruction on how the repair must be conducted, to the servicing agent upon receipt of a completed HSM “Recall Parts Kit Order Card”. The expected out of service time necessary to affect repairs is 5 minutes per seat. HSM will reimburse the cost of repairs relating to this recall, including both parts and labor, at no cost to you the manufacturer or to the vehicle owner. Parts for this recall are anticipated to be available for shipment on or before August 21, 2017.

Rev. B-081717 - Updated the out of service time.

Upon completion of the requisite service work, HSM will ask that your Dealer/Service Agent or Customer file a claim with HSM customer service for warranty reimbursement, referencing HSM Recall # 17E045 on the claim.

HSM Solutions Recall Contact:

Beth Utz  
Customer Service Agent

HSM Transportation Solutions  
417 N. Kibler Street  
New Washington, OH 44854  
Phone: 419-492-2157 ext. 243 | Fax: 419-492-2544  
bautz@hsm solutions.com

Should you have any vehicle(s) in inventory that require the recall service work; please make certain that these vehicles are corrected prior to sale. The Federal Motor Vehicle Safety Standard No. 577.13 states that it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

Based on our review of internal shipping records, HSM Solutions / CE White has determined that "QS11 Convertible School Bus Seats" as indicated on the enclosed "Appendix – A", were shipped to your manufacturing location on the dates indicated.

If after contacting HSM Solutions / CE White, you have not received the parts and requisite repairs required to remedy the defect, in a reasonable period of time, you may contact:

ADMINISTRATOR  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVENUE, SE  
WASHINGTON, DC 20590  
1-888-327-4236  
TTY: 1-800-424-9153  
or go to: <http://www.safercar.gov>

If you have any questions about this recall please call HSM / C.E. White, Customer Service at 1-419-492-2157.

Sincerely,



Dan Daniels

Vice President / Innovation and Compliance Officer  
HSM Transportation and Specialty Manufacturing Company