

FOLLOW UP RENOTIFICATION ALERT

04E-093

Date

«CUST\_NAME»  
«ADDR1»  
«ADDR2»  
«CITY», «STATE» «ZIP»  
«COUNTRY»

RECEIVED  
201 MAR 13 P 2:41  
OFFICE OF REPORTS  
TRANSPORTATION

Dear DaimlerChrysler bus owner:

This is a follow up to a notice that was sent to you on March 21, 2005. Hehr International has decided that certain MY 2003-2004 DaimlerChrysler commercial buses fail to conform to Federal Motor Vehicle Safety Standard No. 217, "Bus Emergency Exits and Window Retention and Release". The defective emergency exit windows, Models 1401 and 1407, fail to open when using the emergency latch to open them. Our records indicate that your bus(es) have not yet been repaired.

It is imperative that you check for the possible noncompliance noted above to determine if a field fix is needed on any of your buses. To properly check your buses open the egress windows and look closely at the bottom of the swing out panel, specifically at the two rectangular slotted strike plates:

- After opening the window with the emergency release handle, if the metal visible through the slot is aluminum, NO field fix is necessary.
- If the egress emergency latch fails to operate properly and the metal visible through the panel is the black metal frame of the egress panel, the field fix has not been applied and needs to be changed.

For any buses you own that require the field fix, please:

- Write in the number of emergency egress windows requiring the field fix on the list supplied.
- Review the list upon receipt from Hehr and note any corrections needed, such as VIN, name of owner or lessee, address, etc.
- Return the completed form to Hehr in the enclosed, stamped envelope.
- Hehr will send the necessary parts for field fixes within seven (7) business days of receipt of your reply.

If you are the lessee of the buses involved, you need to forward this notice to the lessor within ten (10) days of receipt.

«CUST\_NAME»

Page Two

Any required field fixes should be applied immediately upon receipt of the field fix kits and you should return to Hehr the completed field fix forms included in the shipment of field fix kits. Hehr will reimburse for labor required to apply field fixes up to .5 hours for each kit applied at the prevailing labor rate. Any reimbursement due you will be mailed within thirty (30) days after the return of your completed notification form.

If you have any difficulty with the field fix, please call Richard Lewis, Chief Engineer at 323-663-1261 ext. 295 or contact him by email at [rlewis@hehrintl.com](mailto:rlewis@hehrintl.com). You may also contact Gideon Mbogo, Marketing Analyst by email at [gmbogo@hehrintl.com](mailto:gmbogo@hehrintl.com).

If you feel that Hehr International has not provided free remedy within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 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>).

Please make every effort to check your buses and get the results of your evaluation back to Hehr as soon as possible, preferably within ten (10) days of receipt of the renotification alert. Your cooperation will be greatly appreciated.

Very truly yours,

Tom McDonald  
Vice President, Sales & Marketing  
Hehr International Inc.