



October 16, 2009

RE: Collins Bus Corporation Recall # 09V-068, Missing Ford Body Mount Bolts

Dear Collins Bus Corporation Distributor,

The intent of this letter is to keep you informed of a Safety Recall we are conducting.

Collins Bus Corporation has decided that a nonconformance which relates to motor vehicle safety exists in your Collins Bantam, Collins Super Bantam, Mid Bus Guide or Mid Bus Super Guide" model vehicle built on Ford E-350 or E-450 cut away chassis.

Your vehicle may have been produced with the absence of two body mount bolts and associated hardware in 2 of the body/chassis mounting locations immediately behind the rear axle. These bolts are in place to secure the body to the chassis. If any of the body mount bolts are missing this condition would not provide a stable connection of the bus body to the bus chassis. In the event of a vehicle crash, there may be an increase of personal injury to the vehicle occupants.

The remedy of this will be an inspection which consist of checking behind the rear axle along the frame rails for the presence of the missing body mount bolts and associated hardware. If bolts and associate hardware are missing they will be replaced according to specifications.

Attached you will find a sample copy of the Owner Notification letter we are sending to the last known owner of the vehicles in question. The installation of the body mount bolts and hardware is a procedure which the vehicle owner may perform if they have the proper tools. If the owner prefers to not perform this repair, we have instructed the owner to contact a Collins Bus distributor to perform the repair. Should a customer contact you and request such a repair, please contact Collins Bus Customer Service at 1-800-533-1850 for assistance.

Federal Law requires that Collins Bus Corporation advise customers of the procedure to follow in informing the National Highway Traffic Safety Administration if the nonconformance is not remedied without charge within a reasonable time after the vehicle is tendered for repair. Customers or distributors may contact Collins Bus Corporation Customer Service at 1-800-533-1850 for assistance. Customers may also report difficulty to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C., 20590, or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to [www.http://safercar.gov](http://www.safercar.gov).

We regret the inconvenience this service may cause you. Please be assured that Collins Bus Corporation is striving to build our buses with the best value and safety available. Thank you for your cooperation in this matter.

Sincerely,
COLLINS BUS CORPORATION

Chris Hiebert
Warranty/Customer Service