



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

November 4, 2011

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Kevin Walker
Engineering Manager
Startrans Bus Corporation
2592 East Kercher Road
Goshen, In 46528

NVS-215kjs

Dear Mr. Walker:

The Office of Defects Investigation has identified two Startrans Bus recalls with an inadequate number of vehicles being returned for remedy. As such, Startrans Bus is requested, pursuant to 49 U.S.C. 30165, 30166, and 30119, to renotify owners involved in the following safety recalls:

09V-410 (16% completion rate) This recall involves 182 MY 2006 through 2009 transit buses manufactured between August 9, 2006 and June 25, 2009, equipped with Trans/Air air conditioning systems. Owner notification began on November 4, 2009. In Startrans Bus's sixth reporting quarter, Startrans Bus reports that of the 182 vehicles involved, 153 have not been remedied.

10V-219 (53.1% completion rate) This recall involves 130 MY 2008 through 2010 MFSAB model school buses manufactured from January 2008 through April 9, 2010, equipped with Freedman seat barriers, p/nos. 38764 and 15198. Owner notification began on June 18, 2010. In Startrans Bus's sixth reporting quarter, Startrans Bus reports that of the 130 vehicles involved, 61 have not been remedied.

Startrans Bus should conduct the owner renotification in accordance with the guidelines listed below.

- Before conducting each owner renotification, Startrans Bus should obtain an updated owner list, for each recall campaign, based on current state motor vehicle registration records.
- Startrans Bus's proposed owner renotification letter for each recall must meet the requirements of 49 CFR Part 577.10, "Follow-up Notification," and must be submitted to NHTSA for review before owner renotification begins. Part 577.10(e)(1) specifically requires that the renotification letter be identified as a ". . . follow-up to an earlier communication."
- In addition to the six quarterly status reports required under 49 CFR Part 573.6, "Quarterly Reports," Startrans Bus is requested to file three additional quarterly status reports for each recall.
- Furnish, individually for each recall, a proposed schedule for conducting the owner renotification that includes the following information:
 - a. the date on which the search of current state motor vehicle registration records will be initiated in order to update the original owner list;
 - b. the approximate date on which the revised owner list will be available to initiate owner renotification;
 - c. the approximate date on which the owner renotification will begin; and
 - d. the approximate date on which the owner renotification will be completed (if the owner renotification is to be staggered, give the beginning and ending owner renotification date for each segment).

Startrans Bus's renotification schedules and a draft of each proposed owner renotification letter must be submitted to this office by December 1, 2011.

If you have any questions concerning this matter, please contact Josh Neff at (202) 366-0698, Joshua.Neff@dot.gov or Kelly Schuler at (202) 366-5227, Kelly.Schuler@dot.gov or by fax at (202) 366-7882.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Willard", with a large, sweeping flourish at the end.

Ric Willard
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement