



October 16, 2009

Re: **SAFETY RECALL NOTICE**

Collins Bus Corporation Recall # 09V-068

Dear Collins Bus Corporation Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Collins Bus Corporation has decided that a defect 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.

Reason for This Recall:

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 increased risk of personal injury to the vehicle occupants.

Inspection and Repair Procedure:

Please contact your local Collins distributor to schedule the necessary inspection and repairs. Your Collins distributor will inspect your vehicle to determine if repairs are necessary. Inspection will consist of checking behind the rear axle and along the frame rails for the presence of body mount bolts and associated hardware. If bolts and associate hardware are missing they will be replaced according to specifications at no charge.

Estimated Repair Time:

Estimated repair time is 0.50 hours per body bolt. Warranty allowance procedures will cover the vehicle service required in this program.

Owner Response Postcard:

Enclosed you will find an Owner Response Postcard. Please fill in the appropriate information regarding ownership of the vehicle, the Vehicle Identification Number (VIN), and status of the repairs. Please sign it and return it to us after you complete the card and after any necessary vehicle repairs are complete.

Change of Address or Ownership:

If you are not current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to us. If you have leased this vehicle to another party, federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Federal Law requires that we advise you of the procedure to follow in informing the National Highway traffic Safety Administration if the defect is not remedied without charge within a reasonable time after the vehicle is tendered for repair. You may contact, Chris Hiebert (Warranty Coordinator for Collins Bus) at 1-800-533-1850 ext. 424 for assistance. You may also report your 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://safercar.gov).

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