



March 19, 2009

Re: **SAFETY RECALL NOTICE**

Collins Bus Corporation Recall #09V-083

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 or Mid Bus vehicle.

Reason for This Recall:

On your vehicle, the bolts used to mount the body to the chassis frame rail may have been improperly installed which could lead to a failure of the bolts. Failure of these bolts will result in an inadequate connection of the bus body to the bus chassis and, in the event of a vehicle crash, there may be an increased risk of personal injury to the vehicle occupants.

Depending upon bus model there will be 10 to 14 body mount bolts and associated hardware. Any missing, broken, or over-torqued body mount bolts found upon inspection must be replaced. Inspection and possible replacement of bolts at all bolt locations under this recall will meet the requirements of the previous recall.

You may have received **Recall notice #09V-068** recently concerning Missing Body Bolts. This previous recall and the present **Recall notice 09V-083** are distinct from each other. The earlier recall involved two possible missing bolts. Similar action/repairs will be performed in both cases, and this later recall will supersede the previous recall and repairs do not have to be duplicated.

Inspection and Repair Procedure:

Please contact your local Collins or Mid Bus distributor to schedule the necessary inspection and repairs. Your Collins or Mid Bus distributor will inspect and measure the torque of all body mount bolts, then replace any damaged, missing, or over-torqued body mount bolts with new bolts and hardware. This inspection and repair according to specifications will be provided at no charge to you.

Estimated Repair Time:

Estimated inspection time is 0.5 hours per bus. Subsequent replacement of the bolts, if any were missing, broken, or over-torqued is estimated to be 2.0 hours per bus. If no bolts were missing, broken, or over-torqued upon inspection, then no further work would be required. Warranty allowance procedures will cover the vehicle service required in this program.

Owner Response Postcard:

Enclosed you will find an Owner Response Postcard. After the vehicle inspection and necessary repairs are complete, please fill in the appropriate information regarding ownership of the vehicle, the Vehicle Identification Number (VIN), and status of the repairs. Return the card to Collins Bus Corporation. If your vehicle is involved in

both **Recall notice #09V-068** and the present **Recall notice 09V-083** the Owner Response Postcards for both recalls are required to be returned to Collins Bus Corporation.

Change of Address or Ownership:

If you are not the 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 Vehicle 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