



2592 East Kercher Road - Goshen, Indiana 46528 - 574-642-4730 fax: 574-642-4169

November 4, 2009

Dear **(blank)** Vehicle Owner:

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

Startrans has decided that a defect which relates to motor vehicle safety exists in certain vehicles equipped with Trans/Air EC2.0, 2.5 & 3.0 electrical systems installed between May 2006 and June 2009. The electrical systems in question are typically installed in school and transit type commercial buses. These systems include a relay board with a 12-position terminal strip with screws mounted to a PC board. Trans/Air has concluded that the relay boards present a risk of overheating under any of the following three conditions: Loose screws due to improper torquing; poor wire connections due to improperly crimped terminals; or debris deposited on the EC board. These can result in electrical arcing and overheating of the EC board. In the worst case scenario, such arcing and overheating can result in a fire. .

Startrans Bus along with Trans/Air will be instituting a mandatory safety corrective action program for this product. According to our records, affected units were purchased by your company. Certain 2006 to 2009 Senator, Senator II, Senator Heavy Duty and MFSAB's are affected by this recall. Trans/Air Mfg will conduct a safety recall of those vehicles.

Your vehicle, identified on the enclosed bulletin, is affected. The parts necessary to correct this condition will be provided free of charge and reimbursement for labor should be filed on a warranty claim form and submitted to Trans/Air.

If you have any problem regarding this recall, please contact the Startrans Warranty Department at (574) 642-4730. A Startrans Bus Representative will arrange for prompt attention to your vehicle.

We regret any inconvenience which this action may cause you. However, we are concerned about your safety. If Startrans fails or is unable to remedy this defect without charge and within a reasonable timeframe, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

The National Highway Traffic Safety Administration (NHTSA) has been informed of this recall notice and has assigned number 09V-410 to this case.

Thank you for your attention to this important matter.

Sincerely,