

## **Important Safety Recall**

September 16, 2009

To our valued customers:

The required information to assist us in documenting this recall follows:

This letter is to inform you of a safety recall that has been issued by Luminator. The attached service bulletin and FMI will fully explain the issue, and the steps that are required to resolve it. We are working diligently to ensure this is taken care of quickly and do not anticipate any major problems as we work to correct it.

We have filed a recall notice with the National Highway Traffic Safety Administration (NHTSA). Luminator will send out the attached service bulletin, along with a copy of the Field Modification Instructions to the Transit Authorities affected by this recall. We would appreciate your assistance in verifying the customers that have vehicles with the configurations noted below.

Multiple side signs (curbside side sign and roadside side sign or side route sign)  
Single side sign, no rear sign

Please provide with a list of all of the customers that you notify of this recall. In the notification to your customers, please make sure that you advise them to contact Luminator for materials and any technical assistance they require. The contact information is provided below:

### **Material Requests**

Allison Brett  
[abrett@luminatorusa.com](mailto:abrett@luminatorusa.com)  
972-516-3074

### **Technical Issues**

Tom Zagaruyka  
[tzagarukya@luminatorusa.com](mailto:tzagarukya@luminatorusa.com)  
972-516-3021

If you prefer to provide us with the list, we will make all necessary notifications on your behalf. If you prefer to speak with your customers, the spreadsheet below can be filled out with the TA's information and then passed on to us.

Luminator has hired service personnel to assist the transit authorities that need help in making the necessary modifications. We will be thoroughly documenting all steps and will provide you with reports as required.

We appreciate your understanding and will be happy to answer any questions or concerns you may have.

Sincerely,

Eric Marquet  
Director of Quality Assurance

|                                     |                          |                        |                 |
|-------------------------------------|--------------------------|------------------------|-----------------|
| <b>Date Received:</b>               |                          |                        |                 |
| <b>Company name:</b>                |                          |                        |                 |
| <b>Bus Information</b>              |                          |                        |                 |
| <b>OEM and Model</b>                | <b>Age</b>               | <b>Number of Buses</b> | <b>Location</b> |
|                                     |                          |                        |                 |
|                                     |                          |                        |                 |
|                                     |                          |                        |                 |
|                                     |                          |                        |                 |
| <b>Date Shipped:</b>                |                          |                        |                 |
|                                     |                          | <b>Qty</b>             |                 |
| <b>Material Shipped:</b>            | <b>Connector Boards:</b> |                        |                 |
|                                     | <b>Caps:</b>             |                        |                 |
|                                     | <b>Corrosion X:</b>      |                        |                 |
| <b>Tracking Number:</b>             |                          |                        |                 |
| <b>Person(s) Assigned:</b>          |                          |                        |                 |
| <b>Equipment Returned and date:</b> |                          |                        |                 |
| <b>Signed off complete:</b>         |                          |                        |                 |