

# BUSWEST

*Helping you move people*

## OWNER NOTIFICATION LETTER

# SAFETY RECALL NOTICE

Dear : Aerocoach

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

BusWest has decided that certain 2011 HDX Thomas Built School Buses built on Freightliner chassis equipped with certain IMMI seats fail to conform to the requirements of Federal Motor Vehicle Safety Standard No.222, "School bus passenger seating and crash protection"

## **! IMPORTANT !**

- Your bus seats are being recalled
- You should contact your nearest dealer to schedule a
- Appointment to correct this recall. – phone numbers are listed below.

### **Why is a recall being conducted?**

The seat cushion retention locking mechanism in school bus (vin #1T7YU4F2391107318) seats can be misaligned. If the mechanism is misaligned, the seat will not meet the new seat cushion retention requirements specified in S5.1.5 of FMVSS No. 222.

### **What are we doing about the problem?**

We will install a guide bracket on the covered seats, which positively locates the locking mechanism relative to the designed latch position.

Toll Free Sales (800) 458-9199 [www.buswest.com](http://www.buswest.com)

**What should you do?** Please call one of our service locations to schedule this recall. This recall will be provided free of charge to you.

**What if you no longer own this Thomas Built HDX Bus?** Please forward the new owner information to Thomas Built Buses at 1408 Courtesy Road, High Point, NC 27260.

**Who should you contact if you have further questions or concerns?** IMMI- Indiana Mills & Manufacturing @ 317-896-9531 Or BusWest @ 310-984-3900

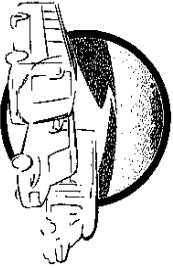
If you have already paid to have your seats in your Thomas Built Bus HDX repaired for this condition, you may be eligible for reimbursement of the charges you paid for the [repair or replacement, as applicable]. To learn more about what you need to do to obtain reimbursement, Please call us at 310-984-3900 and ask to speak to our service department.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

BusWest



# BUSWEST

**BUSWEST CARSON - MAIN HQ**  
21107 South Chico Street, Carson, CA 90745  
Main: (310) 984-3900 Fax: (310) 984-3992

**BUSWEST SACRAMENTO**  
210 N. East Street, Woodland, CA 95776  
Main: (424) 210-3020 Fax: (530) 406-1249

**BUSWEST CARUTHERS**  
16644 South Elm Avenue, Caruthers, CA 93609  
Main: (310) 984-3927 Fax: (559) 644-1096

**BUSWEST FONTANA**  
10150 Cherry Avenue, Fontana, CA 92335  
Main: (909) 770-5170 Fax: (909) 770-5133

**SAFETY RECALL NOTICE**  
**Aerocoach/Certified**  
**Transportation**  
**1038 N. Custer Street**  
**Santa Ana, CA 92701**

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