



November 24, 2010

Recall 10V-487

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built Buses has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2010 and 2011 MVP-EF, HDX and Saf-t-liner C2 model non school buses manufactured between March 17, 2009 and December 7, 2009 equipped with National Seating driver's seats containing a Stabilus Bloc-O-Lift shock. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the Stabilus Bloc-O-Lift shock. The mounting tab on the shock was improperly welded which could cause the tab to break off unexpectedly allowing the driver's seat to drop to its lowest height position without warning. Should this occur while the vehicle is in operation, the driver may experience a momentary loss of control possibly resulting in a crash.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this defect without charge. The remedy will consist of inspecting to determine if the driver's seat contains a Stabilus Bloc-O-Lift shock. Shocks within the suspected date range will be replaced. The inspection will take approximately .1 hours and the repair will take approximately .8 hours. To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.

In addition to being used to verify repair completion, the postcard should be completed and returned if the vehicle does not need repair, if you no longer own the vehicle, or the vehicle identified on the postcard has been exported, stolen, or destroyed/totaled. Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this noncompliance prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Customer Support office at (336) 889-4871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com.

If your bus is not remedied without charge and within a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, also please contact the Customer Support Office at (336)-889-4871. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or phone the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario or phone (613)-993-9851.

Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure