



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 14, 2011

MR. KEVIN WALKER  
ENGINEERING MANAGER  
STARTRANS BUS CORPORATION  
2592 E. KERCHER ROAD  
GOSHEN, IN 46528

NVS-215kjs  
11V-492

**SUBJECT: MISSING WARNING DECAL FOR THE REARVIEW MIRRORS**

**DEAR MR. WALKER:**

This letter serves to acknowledge Startrans Bus Corporation's (Startrans) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety noncompliance with Federal Motor Vehicle Safety Standard (FMVSS) No. 111, "Rearview Mirrors," for which a safety recall campaign will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

STARTRANS/MFSAB/2007-2011

**NHTSA Campaign Number:** 11V-492      **Mfg's Report Date:** September 19, 2011

**Components:** VISIBILITY:REARVIEW MIRRORS/DEVICES:INTERIOR

**Potential Number of Units Affected:** 436

**Summary:**

CERTAIN MODEL YEAR 2007 THROUGH 2011 STARTRANS MFSAB SCHOOL ACTIVITY BUSES WERE PRODUCED WITHOUT THE REQUIRED DECAL ON THE REAR VIEW MIRROR WHICH WARNS THE BUS OPERATOR TO USE THE CROSS VIEW MIRRORS WHILE THE BUS IS STOPPED AND NOT TO USE THE CROSS VIEW MIRRORS WHILE THE BUS IS MOVING. ACCORDINGLY, THE BUSES FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 111, "REARVIEW MIRRORS."

**Consequence:**

IMAGES IN CROSS VIEW MIRRORS DO NOT ACCURATELY SHOW ANOTHER VEHICLE'S LOCATION, IMPROPER USE OF MIRRORS MAY REDUCE THE CLEAR AND REASONABLY UNOBSTRUCTED VIEW TO THE REAR, INCREASING THE RISK OF A CRASH.

**Remedy:**

STARTRANS WILL MAIL THE REQUIRED DECAL ALONG WITH DETAILED INSTRUCTIONS ON WHERE TO PLACE THE DECAL. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING OCTOBER 2011. OWNERS MAY CONTACT STARTRANS AT 1- 877-258-1391.

**Notes:**

STARTRANS RECALL CAMPAIGN NUMBER IS 000314. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please provide the following additional information:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please provide us with the beginning and ending dates for the build date range of vehicles affected by this recall.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Willard". The signature is fluid and cursive, with a large loop at the end of the last name.

Ric Willard  
Acting Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement