



December 15, 2011

Recall 11V-503  
TC2011-369

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built has decided that a defect which relates to motor vehicle safety exists on certain Saf-T-Liner C2 model school buses manufactured between April 5, 2004 and December 26, 2005. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the pass-through power cable connections. Under certain environmental condition the pass-through power cable connections located behind the driver's side kick panel may corrode potentially resulting in an electric fault or short circuit. An electric fault or short circuit of an un-fused power cable may result in a vehicle fire.

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 and cleaning and adding protection to power cables, it will take approximately .7 hour per unit for this repair. After inspection, if needed the body and/or chassis cables may be replaced. **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.**

**The postcard must be filled out and returned:**

**Once the vehicle has been completed**

**Once it has been determined that the vehicle does not need repair**

**If you no longer own the vehicle**

**If 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 defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Warranty Department 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](http://www.thomasbus.com). Owners may be liable for any progressive damage that results from its failure to complete campaigns within a reasonable time after receiving notification.

If the defect 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 Warranty Department at (336)889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. If you believe that Thomas Built Buses has failed or is unable to remedy the defect without charge longer than 60 days, you may 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>. In Canada, if after contacting your dealer and/or Manufacturer Customer Service you have additional question with regards to this recall, you may contact Transport Canada – road Safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

Sincerely,

Tracy Sauerbrey  
Warranty/Recall Department

Enclosure