



Date: November 20, 2012

AMENDMENT TO 573 REPORT SUBMITTED JULY 10, 2012, REFERENCE RECALL #12V-340, WINDOW

This report serves as Collins Bus Corporation's notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a defect related to motor vehicle safety exists in certain Collins, Mid Bus, and Corbeil buses. Collins Bus Corporation decided that this defect existed in these vehicles on July 9, 2012.

Within the potential recall there are 1429 vehicles that may contain this non-conformance. The majority of these vehicles are in the possession of end users, with the balance of the vehicles in the possession of Collins Bus Distributors awaiting delivery to end-users. Due to further field investigations performed by Collins Bus Corporation, the population of vehicles has changed from 196 vehicles to 1429 vehicles. The field investigations revealed buses that were not captured in the original population. Therefore, the population has been revised to include buses manufactured 3/12/12 to 10/31/12. At the time the results from the investigations were recorded, the Collins Bus production process was changed to correct this non-conformance. Collins Bus Corporation desires to be proactive and insure that all vehicles produced 3/12/12 to 10/31/12 are inspected.

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's corporate name: Collins Bus Corporation

Vehicle brand: Collins, Mid Bus, Corbeil

Concerned Component Manufacturer:

Industries Spectal, Inc.

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II. Identification of the Recall Population and Its Size

Make: Collins, Mid Bus, or Corbeil brands
Models: SL, SH, DH, and DE series models
Model Year: 2012
Inclusive dates of manufacture: March 15, 2012 through October 31, 2012
Body Style/Type: School Bus and Multi-Function School Activity Bus
Total number of these vehicles: 1429
Estimated % of vehicles that contain the defect: 80%

Based on internal audits and customer feedback, Collins Bus Corporation determined that the affected buses were limited to these models manufactured from March 15, 2012 to October 30, 2012. Production began for these newly designed models in March 2012. These models were designed with split sash windows manufactured by Spectal. Previously manufactured units did not contain these types of windows. Subsequently manufactured units do not contain the defect.

III. Description of the Defect or Noncompliance and Chronology of Events

Some of the bus side split sash windows, manufactured by Spectal Industries, to include egress windows, may fail due to improper installation or failure of some components. There are three (3) specific failure modes associated with this Window Defect.

1. Improperly installed retainer bar. The windows are installed from the outside with vertical retaining bars on both sides of the window. A standard split sash window is converted in the factory to an egress window by replacing the front retaining bar with a hinge bar and replacing the rear retaining bar with a narrow retaining bar that allows the egress window to open on the front hinge bar while retaining the adjacent split sash window. Some of these narrow retaining bars may have been improperly installed. This could prevent the egress window from operating properly or cause adjacent windows to not remain secured to the body of the bus (potential noncompliance to FMVSS 217). In the event of an accident where escape from the bus is necessary, passengers may not be able to operate the egress window, preventing the window from being used as an escape route.
2. Insufficient strength of egress window latch connecting rod. The connecting rod for the two latches that secure the egress window from the inside was manufactured with material not suitable for this use and may fail, preventing the egress window from operating properly. In the event of an accident where escape from the bus is necessary, passengers may not be able to operate the egress window, preventing the window from being used as an escape route.
3. Missing or failed window fasteners. Some of the fasteners that hold the window retaining bars may have failed or be missing. If all fasteners on a single retainer bar failed, the window would not remain secured to the body of the bus (potential noncompliance with FMVSS 217), creating the risk of injury for passengers or people outside of the bus.

During transit and during pre-delivery inspections by distributors, some window components failed and some windows were determined to be inadequately secured. Further inspections and testing by personnel at Collins Bus Corporation determined that the egress window connecting rod and yoke provided by Spectal was not strong enough for the intended purpose and that a stronger material should be used. Further analysis determined that some retaining bars were installed incorrectly or the fasteners had failed. There have been no reported crashes, injuries, or fatalities associated with this defect.

IV. The Remedy Program and Its Schedule

Customers will be instructed to take their vehicle to their Collins, Mid Bus, or Corbeil distributor for inspection. The inspection will consist of confirming proper window retaining bar installation, to include replacing broken or missing fasteners, and if equipped with egress windows, replacement of the connecting rod. Collins Bus Corporation will provide these services to our customers at no charge. Any customer who has made repairs of this defect prior to this notice will be reimbursed the cost of those repairs.

As of October 31, 2012, production remedies were in place to prevent these defects. Owner notifications and Dealer Notifications will be issued by November 28, 2012. All modifications should be completed by January 31, 2013.