



IMPORTANT SAFETY RECALL NOTICE

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Collins Bus Corporation has decided that a defect which relates to motor vehicle safety exists in certain Collins, Mid Bus, or Corbeil buses.

! I M P O R T A N T !
>Your bus is being recalled.
>You should contact your nearest
dealer for inspection and repair.

Why is a recall being conducted?

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. 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, creating the risk of injury for passengers or people outside of the bus.

What are we doing about the problem?

We are instructing your Collins distributor to inspect your vehicle to determine if repairs are necessary. Repairs, if needed, will consist of the installation of the correct window retainer bars, replacement of fasteners, replacement of egress window connecting rod. Collins Bus Corporation Customer Service will provide the required parts and instructions. These repairs are offered to you free of charge. The estimated inspection and repair time is 30 minutes per vehicle.

What should you do?

Contact your local Collins Bus Corporation dealer and schedule a time to have your bus inspected and repaired. After the repairs are complete, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to Collins Bus Corporation.

What if you no longer own this bus?

If you are not the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to us.

Who should you contact if you have further questions or concerns?

Ginger Markus, Warranty Coordinator
Collins Bus Corporation
415 West 6th Street
South Hutchinson, KS 57505
(800) 533-1850, ext. 424
Email: ginger.markus@collinsbus.com
Fax: (620) 662-3838

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. To learn more about what you need to do to obtain reimbursement, call (800) 533-1850. If after having attempted to take advantage of this recall you believe you have not been able to have your bus 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,

Collins Bus Corporation