

**IMPORTANT SAFETY RECALL NOTICE: 12V-342**

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.

**!! IMPORTANT !!**  
>Your bus is being recalled.  
>You should contact your nearest dealer for inspection and repair.

**Why is a recall being conducted?**

The electrical panel cover above the driver may not be adequately secured. Four dual lock plastic disks were used to attach the cover to the interior front cap. Vibration can cause the designed disks to lose grip and release the cover without warning. The falling panel could injure or distract the driver, leading to a crash.

**What are we doing about the problem?**

We are instructing your Collins distributor to inspect and repair your vehicle. The repair consists of removing the electrical panel cover above the driver and modifying the panel and frame surrounding the electrical panel. Collins Bus Corporation Customer Service will provide the required parts and instructions. The estimated inspection and repair time is 20 minutes per vehicle. These repairs are offered to you free of charge.

**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 6<sup>th</sup> Street  
South Hutchinson, KS 57505  
(800) 533-1850, ext. 424  
Email: [ginger.markus@collinsbus.com](mailto: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**

continued on back

**COLLINS BUS NOTIFICATION PROGRAM**

Owner Response Postcard

VIN \_\_\_\_\_  
Collins Unit Number \_\_\_\_\_

- This vehicle was inspected and repaired according to instructions
- This vehicle was inspected and determined to not need repair
- This vehicle was sold to: \_\_\_\_\_
- This vehicle was stolen
- This vehicle was destroyed

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State/ZIP \_\_\_\_\_

\_\_\_\_\_  
**OWNER'S (OR FORMER OWNER'S) SIGNATURE**



# SAFETY RECALL NOTICE

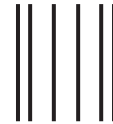
P.O. BOX 2946  
HUTCHINSON, KS 67504-2946

Collins Bus Corporation

Form F-8.3.12 Revision 0

DETACH CARD AT FOLD AND MAIL

**From** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 593 HUTCHINSON KS

POSTAGE WILL BE PAID BY ADDRESSEE

**COLLINS BUS CORPORATION  
PO BOX 2946  
HUTCHINSON KS 67504-9951**

