



IMPORTANT SAFETY RECALL NOTICE: 12V-386

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?

Some of the body mount bolts that attach the bus body to the chassis frame may not be tightened to specification. While all bodies are secured to the chassis with 12 to 14 bolts per bus (depending on the model), any bolt not adequately secured could compromise the integrity of the body to chassis mounting. In the event of a crash, this could lead to increased damage to the bus and injury to passengers.

What are we doing about the problem?

We are instructing your Collins distributor to inspect and repair your vehicle. The vehicle will be inspected to ensure that all body mount bolts are tightened to specification. Detailed instructions and drawings will be provided to distributors and customers performing the repair/modification. 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.

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. 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

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COLLINS BUS NOTIFICATION PROGRAM

Recall 2012-386

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**

