



IMPORTANT SAFETY RECALL NOTICE

RE: Metro Link 28SH [28WC] Transit Bus, VIN#: [Insert]
NHTSA Safety Recall 17V550

Dear [Insert name]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Our records indicate that you own a vehicle with the above-referenced Vehicle Identification Number.

Metro Worldwide, LLC (“Metro Worldwide”) has decided that certain configurations of Metro Link 28SH and 28WC transit buses may fail to conform to Federal Motor Vehicle Safety Standard 567.5, weight label certification.

! I M P O R T A N T !

- Your vehicle is being recalled
- You should contact Scott Loges at (641) 903-7369 or Scott.Loges@metroworldwide.net as soon as possible

Why is a recall being conducted?

Based on the seating capacity of the vehicle as equipped, if fully loaded, the vehicle may exceed the GVWR (Gross Vehicle Weight Rating) and/or GAWR (Gross Axle Weight Rating) limitations as indicated on the certification label.

Overloading the vehicle could cause poor handling of the vehicle, improper or premature tire wear potentially leading to tire failure, and/or premature failure of suspension or braking systems. These conditions increase the risk of vehicle crash and/or occupant injury.

What are we doing about the problem?

Metro Worldwide will assist the current owner in obtaining an accurate weight of the vehicle. If the vehicle is overweight, Metro Worldwide will then discuss with you the options for remedying the overweight condition, which may involve reducing the seating capacity of the vehicle. The modifications will be at no cost to you. The labor time necessary to perform the modifications is approximately one to three hours.



1400 South 24th Street, Suite B
Clear Lake, IA 50428

Phone: 641-903-7377
Fax: 641-903-7376

What should you do? Please contact Scott Loges at (641) 903-7369 or Scott.Loges@metroworldwide.net as soon as possible.

What if you no longer own this vehicle? Please contact Metro Worldwide and provide us with the new owner's contact information.

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 after having attempted to take advantage of this recall you believe you have not been able to have your vehicle 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, and want to work with you to ensure that your vehicle is brought into compliance as quickly and efficiently as possible.