

Garden State Bus Group  
1000 Stanley Ave.  
Brooklyn, NY 11208

[Recipient Name]  
[Street Address]  
[City, State ZIP Code]

SAFETY RECALL 18V-519

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Garden State Bus Group has decided that a defect which relates to motor vehicle safety exists on certain 2015 model year Double Deck Buses.

**What is the issue?** The roof emergency exit may be incorrectly located towards the center of the passenger compartment and not in the rear, as required. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 217, "Bus Emergency Exits and Window Retention and Release." If the emergency exit is located in the wrong location, it can cause a delay in exiting the vehicle in the event of an emergency, increasing the risk of injury.

**What will GSBG and your dealer do?** Garden State will notify owners, and dealers will install an additional emergency exit hatch in the rear portion of the lower level that opens to the upper level, free of charge.

**How long will it take?** The time needed to install the hatch is about one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. We apologize for any inconvenience these services may cause you. We are working closely with the service center to accelerate work to be performed.

**What should you do?** Please call US Fleet Services in Brooklyn, NY at 631-629-8200 without delay and request a service date for Recall 18V-519. Scheduling is important to ensure the required components are available, and the recall can be performed as quickly as possible. Garden State Bus Group wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Garden State Bus Group can deny coverage for any damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**Have you previously Paid for this repair?** If you have previously paid for a repair that addresses the issue described in this letter, you may still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. To verify eligibility and expedite reimbursement, give your paid original receipt to our dealer.

Refund requests may also be send directly to US Fleet Service. To request your refund, send the refund request with all required documentation, including your original repair receipt (no photocopies), to US Fleet Services at 1000 Stanley Avenue, Brooklyn, NY 11208. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

You may submit complaints concerning the manufacturer's failure to remedy the defect or noncompliance without charge within a reasonable amount of time to the Administrator, National Highway Traffic Safety Administration, Washington, DC, 20590, or by calling the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or by going to the agency's website, <http://www.safercar.gov>.

Federal regulations require that any vehicle lessor receiving the recall notice must forward a copy of this notice to the vehicle lessee within ten days.