



**PO BOX 2946  
HUTCHINSON, KS 67504-2946**

**VIN: 1HA6GU [REDACTED]  
UNIT: 76673**

**IMPORTANT SAFETY RECALL NOTICE: 18V-696**

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 certain Collins buses equipped with HSM SB11-30" and SB11-26" series school bus seats (excluding the rear row) manufactured from April 24, 2011 and September 7, 2018.

**Why is a recall being conducted?**

Collins Bus was notified by HSM that certain SB11-30" and 26" series school bus seats (excluding rear row) may not comply with the impact requirements. The lower knee impact area of the seat back may not meet the minimum requirements for energy absorption, as defined by the regulation. The thickness of the foam in the knee impact area of the lower seatback may be insufficient. There is an increased risk of injury to unbelted seat occupant(s) in a vehicle hard braking situation, or vehicle crash event. In a hard braking or crash event, the occupant (s) knees may contact the lower seatback, resulting in injury.

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

To correct this condition, HSM Solutions/CE White will facilitate the repairs via Collins dealers or directly to you the end customer. HSM will provide parts and a Service Repair Procedures "SRP1801-0013 (for 30"seat) and SRP1801-0014 (for 26" seat)", which will provide instruction on how the repair must be conducted, to the servicing agent upon receipt of a completed HSM "Recall Parts Kit Order Card".

The expected out of service time necessary to affect repairs is 10 mins per seat. HSM will reimburse the cost of repairs relating to this recall at no cost to you the Customer/Owner of the bus.

**What should you do?**

Contact your local Collins Bus dealer or send in the attached recall parts kit order card to HSM and they will supply you with the parts. 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 67505  
800-533-1820 ext. 424  
Email: ginger.markus@collinsbus.com  
Fax: (620) 662-3838

Beth Utz, Customer Service Agent  
HSM Transportation Solutions  
417 N Kibler Streets  
New Washington, OH 44854  
419-492-2157  
Email:bautz@hsm solutions.com  
Fax: 419-492-2544

**COLLINS BUS CORPORATION NOTIFICATION PROGRAM**

**18V-696**

**Owner Response Postcard**

**VIN: 1HA6GU [REDACTED]  
UNIT: 76673**

- This vehicle was inspected and repaired according to instructions.
- This vehicle was inspected and determined to not need repair.
- This vehicle was sold to: \_\_\_\_\_ Name, Address, City, State/ZIP
- This vehicle was stolen.
- This vehicle was destroyed.

\_\_\_\_\_  
**Owner's (or Former Owner's) Signature**



PO BOX 2946  
HUTCHINSON, KS 67504-2946

**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



VIN: 1HA6GU [REDACTED]  
Unit: 76673

[REDACTED]  
[REDACTED]  
[REDACTED]

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.

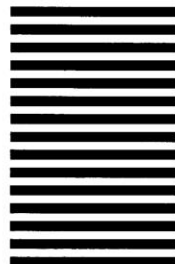
If you have already paid to have your bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. If after having attempted to take advantage of this recall you believe you have not been able to have your bus remedied without 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



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

