



IMPORTANT SAFETY RECALL

NHTSA Recall 19V554

September 2019

This notice applies to your Champion vehicles with the following VIN(s):
1FDFE4F [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] [REDACTED] [REDACTED]

Dear Customer:

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

Champion Bus has decided that a defect which relates to motor vehicle exists in certain Champion Bus and Goshen Coach built vehicles with Prolo installed escape hatches. The handles on the hatch were made with non-conforming handles. These units were built between 8/1/18 and 5/21/19.

What is being recalled:

Prolo escape hatch handles built between 8/1/18 and 5/21/19.

Why is it being recalled:

The escape hatch handle was made with nonconforming material. The handle is susceptible to breaking off while rotating the handle. This can result in the hatch not opening from the outside in the event of an emergency. If the roof hatch external handle breaks, in the event of an emergency, the hatch cannot be easily opened from outside the vehicle, increasing the risk of injury.

What you should do:

Contact Specialty Manufacturing for replacement handles
Corbin West
P: (704) 247-9300
E: CWest@safefleet.net



Contact Champion Bus warranty department:

P: 810-724-3986

E: nick.reno@revbusgroup.com

What we are doing about the problem:

Specialty Manufacturing will be sending out replacement handles at no charge to the customer for every affected unit. SMI will reimburse up to \$25.00 for labor to replace each handle.

After contacting Freedman and Champion Bus customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If you are no longer owner of this vehicle, please provide us with any contact information so we may contact the new owner.

Thank you for your prompt attention to this matter.

Sincerely,

Champion Bus Customer Service