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**ILLUMINATED SCHOOL  
BUS SIGN RECALL**

## **IMPORTANT SAFETY RECALL**

### **Illuminated School Bus Sign (ISBS)**

November, 2020  
NHTSA #20E083

To Our Valued Customers:

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

First Light Safety Products (FLSP) has determined that a potential safety defect which relates to motor vehicle safety could potentially exist within certain FLSP Illuminated School Bus Signs.

This safety defect which relates to the perimeter seal, may exist in some models of ISBS sold between April 1, 2020 and October 23, 2020. To date, defects have only been found in two signs types, specific to one model of school bus.

As a result, with an abundance of caution, FLSP has decided to recall ALL ISBS sold during the affected period. FLSP will replace your ISBS free of charge (parts and labour). To do this, we will work together with your dealer to remove your existing ISBS and replace with a new ISBS. Your time is important to us. Please be aware that the estimated replacement time is 45 minutes per bus<sup>1</sup>. We will only be replacing the sign and not the associated frame or sealing plates.

#### **WHAT IS THE POTENTIAL DEFECT?**

The perimeter seal which protects the internal components of the ISBS from environmental elements may exhibit delamination from the back-plate. It is possible for water to intrude into the sign which may result in the sign flickering or failing.

#### **WHAT IS THE POTENTIAL SAFETY RISK?**

The purpose of the ISBS is to bring greater visibility to the school bus. Should this light, like any other lights on the bus fail, the risk of a potential crash rises.

#### **HOW WILL FLSP PERMANENTLY RESOLVE THIS POTENTIAL DEFECT?**

FLSP has traced this potential defect to the adhesion between the sealant and the material of the back-plate. Through our analysis, the root cause has been determined to be the inconsistency in the composition of the back-plate material. To permanently resolve this potential defect, FLSP is changing the material of the back-plate to ensure consistent composition which will result in a reliable seal.

#### **WHEN WILL THE REPLACEMENT TAKE PLACE?**

The field campaign is expected to begin as of November 9, 2020 and continue until all ISBSs sold during the affected period are replaced. Your dealer or our team will contact those that are affected to schedule a replacement date.

***DRIVING SAFETY.***



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## **WHAT DO TO IN THE EVENT OF A BUS DOWN SITUATION?**

In the event of a bus down situation, call us immediately and we will ship you a replacement ISBS within 24 hours and coordinate replacement with your dealer or our team.

**FOR MORE INFORMATION AND ANY QUESTIONS  
PLEASE CALL FLSP AT 866.216.2605**

We apologize for any inconvenience. We are sincerely committed to supplying only the best quality products to the student transportation industry. Thank you for your patience and your attention to this important matter.

If you have any issues getting this repair done in a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE Washington DC 20590, or call 1-888-327-4236

### **FOOTNOTE:**

- 1- Allotted replacement time is based on the ISBS installed following FLSP's installation instructions

***DRIVING SAFETY.***

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