



This notice applies to your vehicle

VIN: [REDACTED]
UNIT: [REDACTED]

IMPORTANT SAFETY RECALL
NHTSA RECALL ID: 22V-699

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 2012-2020 Ford SL, Ford SH, Ford DH, Ford DE, Ford TH, and Ford TL, Chevy DE, and Chevy DH school manufactured from February 12, 2012-April 8, 2020, fail to conform to Federal Motor Vehicle Safety Standard No.217, "Bus Emergency Exits and Window Retention and Release."

Why is a recall being conducted?

The emergency exit labels may be placed in the incorrect location and the lettering height may not meet the minimum height requirement. In an emergency, the incorrect window label instructions may prevent or delay the use of the emergency exit, increasing the risk of injury.

What are we doing about the problem?

Owners will be sent replacement emergency window labels along with installation instructions. Removal and installation of each label can be accomplished in 10 minutes, for which Collins will reimburse installers \$10.00 for each window labeled.

We are instructing you to use the supplied label to repair your vehicle. Please see the provided instructions and label. This remedy is offered to you free of charge.

What should you do?

We are instructing you to use the supplied label to repair your vehicle. Please see the provide instructions and labels. Thid remedy is offered to you free of charge.

After the replacement labels are installed, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail in.

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?

Joe Goertz , Warranty Coordinator
Collins Bus Corporation
415 West 6th Street
South Hutchinson, KS 67505
(800) 533-1850, ext. 424
Email: Joe.Goertz@collinsbus.com

(Over)

Collins Bus Corporation

22V-699

Owner Response Postcard

VIN: [REDACTED]
UNIT: [REDACTED]

- ☐ 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.

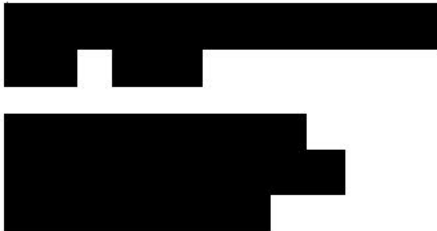
Owner's (or Former Owner's) Signature



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



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

