



VIN:

[Redacted VIN] 1

IMPORTANT SAFETY RECALL NOTICE: 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 Corporations has decided that certain SL, SH, DH, DE, TH, and TL models built with emergency exit windows manufactured from February 12, 2012-April 8, 2020.

Why is a recall being conducted?

The emergency exit label may be placed in the incorrect location and the lettering height may not meet the minimum height requirement. The affected units can be distinguished by measuring the emergency exit label from the interior. The minimum character height for the operating instructions for the left and right emergency exit windows is 8 mm. The character height and location for the operating instructions does not meet the minimum height requirement. Certain school bus fail to conform to the requirements of FMVSS 217 "Emergency Exit Identification and Labeling".

What are we doing about the problem?

Owners will be sent emergency window labels along with instructions. Removal and reinstallation 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 provide instructions and label. These repairs are 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 label. These repairs are offered to you free of charge.

After the repairs are complete, 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 VIN]

- ☐ 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



VIN: 1 [redacted]
[redacted] [redacted]

[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

