235 2nd Avenue NE
Hickory, NC 28604

October 1st, 2019

Attention HSM Customer:

HSM Transportation & Specialty Manufacturing Company ("HSM") has reviewed reports of school bus seat foam separation occurring at the adhesive seam along the seat back. HSM will continue addressing these occurrences through the normal warranty process.

HSM has also developed an alternative solution to complete seat back foam replacement.

A Voluntary Technical Service Bulletin and related parts are being made available for order now at no cost. The repair kit is available as #KIT-118 and a single kit includes enough materials to repair (4) seats. HSM will cover shipping and handling costs and ship directly to a customer's indicated address. We ask that any claimed chargebacks from Dealerships and Distributors be submitted directly to HSM Quality. Installation labor to perform these repairs is defined at 15.5 minutes per seat, following documented instruction INS-196, at a labor rate of $45 an hour.

HSM has determined all school bus seats utilizing HSM foam inside the seat back and manufactured from January 2017 to August 2019 may require attention.

If there is a performance question, please contact HSM representatives or your original equipment manufacturer.

Sincerely,
Christopher L. Murphy
Director of Quality Assurance
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