

Creative Bus Sales, Inc.

13501 Benson Ave, Chino, CA 91710 • Phone: 909-465-5528

November 23, 2012

Regency
970 W. Juniper Avenue
Hermiston, OR 97838

Recall Notice: Creative Bus Sales Inc., buses equipped with Braun Manufacturing Century-2 and Vista-2 wheel chair lifts NHTSA Recall #12E002

Dear Customer:

Lift Model, Series and Serial Number: NCL917FIB-2 AC-00061

Vehicle Identification Number: 1FDFE4FS0ADA72396

Braun NHTSA Recall Identification Number: 12E002

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

Reason for this Recall

Creative Bus Sales, Inc. has decided that a defect which relates to motor vehicle safety exists in certain vehicles manufactured and equipped with Braun Century-2 (NCL-2) and Vista-2 (NVL-2) wheel Chair lifts. The decision was based on information from Braun Corporation about a possible safety defect on lifts installed by Creative Bus Sales, Inc. that were manufactured between January 2006 through December 2010.

The Problem:

Analysis of the potential safety issue determined with time, temperature and wear. The outer roll stop latch part may not operate properly or may become bent or misaligned through impact or continued use.

Affected Model Years

Model Years

2006, 2007, 2008, 2009, 2010

What We Will Do

Creative Bus Sales, Inc., in cooperation with The Braun Corporation will provide owners of all covered Century-2 (NCL-2) and Vista-2 (NVL-2) wheel chair lifts rework for the potential defect at no charge for parts and labor. Please verify that the lift model, series and serial number

listed above match with the actual tag that is on your lift. If the information is the same, please have repair work completed.

If Creative Bus Sales, Inc. or Braun fail or are unable to remedy this potential defect without charge and within a reasonable period of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE. Washington DC 20590, or call the toll-free Vehicle Safety Hotline a 1-888-327-4236 or go to <http://www.safercar.gov>.

Your safety and satisfaction with the buses and services Creative Bus Services, Inc. provides to you are important to us and we regret this inconvenience to you. If you have a problem obtaining the repair, or need assistance in obtaining an authorized Braun Dealer, please contact The Braun Customer Experience Group at (800) 488-0359.

Sincerely,

Jason Hohalek
Assistant Operations Manager