



IMPORTANT SAFETY RECALL NOTICE: 13V-469

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 a defect which relates to motor vehicle safety exists in certain 2009 & 2010 Collins buses equipped with an A & M Systems electric door actuator PC board (model 3230).

! I M P O R T A N T !
>Your bus is being recalled.
>You should contact your nearest dealer for inspection and repair.

Why is a recall being conducted?

The A & M Systems electric door actuator PC board (Model 3230) has the potential to over-heat, increasing the risk of a thermal event. This A & M Systems electric door actuator PC board was installed on certain buses that were manufactured from August 1, 2009 to June 1, 2010. Additionally, A & M System’s electric door actuator PC boards that were replaced during this time period could be affected and will need to be inspected. The situation could cause the A & M Systems electric door actuator PC Board to overheat, increasing the risk of a fire.

What are we doing about the problem?

We are instructing your Collins distributor to inspect and repair your vehicle. The inspection and repair will be in accordance to A&M systems, Inc. Technical Bulletin DOC00039 which includes complete details of identifying and replacement of the affected A & M Systems electric door actuator. Collins Bus warranty will provide the required parts and instructions. These repairs are offered to you free of charge.

What should you do?

Contact your local Collins Bus Corporation dealer and schedule a time to have your bus inspected and repaired. After the repairs are complete, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to Collins Bus Corporation.

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?

Ginger Markus, Warranty Coordinator
Collins Bus Corporation
415 West 6th Street
South Hutchinson, KS 57505
(800) 533-1850, ext. 424
Email: ginger.markus@collinsbus.com
Fax: (620) 662-3838

(Over)

COLLINS BUS NOTIFICATION PROGRAM

13V-469

Owner Response Postcard

VIN #
Collins Unit Number

- 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



SAFETY RECALL NOTICE

Collins Bus Corporation Recall 13V-469

VIN: #

Unit:

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.

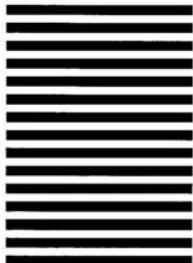
If you have already paid to have your bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. To learn more about what you need to do to obtain reimbursement, contact A & M Systems at (574-522-5000). If after having attempted 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 have caused, 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

