



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 27, 2022

Ms. Ginger Markus  
Collins Bus Corporation  
415 West 6Th Street  
South Hutchinson, KS 67505

NEF-107MR  
22V-699

**Subject:** Incorrect Emergency Exit Label/FMVSS 217

Dear Ms. Markus:

This letter serves to acknowledge Collins Bus Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

COLLINS/DE/2012-2020  
COLLINS/DH/2012-2020  
COLLINS/SH/2012-2020  
COLLINS/SL/2012-2020  
COLLINS/TH/2012-2020  
COLLINS/TL/2012-2020

**Mfr's Report Date:** September 19, 2022

**NHTSA Campaign Number:** 22V-699

**Components:**

EQUIPMENT:OTHER:LABELS

**Potential Number of Units Affected:** 3,514

**Problem Description:**

Collins Bus is recalling certain 2012-2020 Ford SL, Ford SH, Ford DH, Ford DE, Ford TH, Ford TL, Chevy DE, and Chevy DH school buses. The emergency exit label may be placed in the incorrect location and the lettering height may not be high enough. As such, these vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 217, "Bus Emergency Exits and Window Retention and Release."

**Consequence:**

In an emergency, the incorrect window label instructions may prevent or delay the use of the emergency exit, increasing the risk of injury.

**Remedy:**

Collins Bus will mail new labels, free of charge. Owner notification letters are expected to be mailed on October 14, 2022. Owners may contact Collins Bus' customer service at 1-800-533-1850 ext. 424.



**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

**AMENDED 573 REQUIRED.**

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

**AMENDED 573 REQUIRED.**

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Collins Bus Corporation's contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement