

October 24, 2019

Dr. Earl Metzler, Superintendent
School Administrative Unit 55
30 Greenough Road
Plaistow, NH 03865

Dr. Metzler,

As you may have seen in the news, Thomas Built Buses announced a recall to some 2014 to 2020 model year Saf-T-Liner EFX, Minotour, Saf-T-Liner C2, and Saf-T-Liner HDX school buses equipped with SynTec S3B or S3C seats, according to recall information posted on the National Highway Transportation Safety Administration (NHTSA) website.

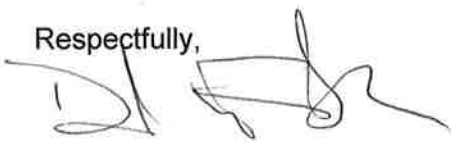
For those recalled buses, approximately 5% of the seat padding depth/thickness does not meet the standards required by NHTSA.

All Thomas Built school buses in production or shipped to First Student since August 15, 2019 already have the fix in place. Thomas Built is working on an aftermarket fix and a more detailed timeline for repair. The fix involves adding material to increase the level of absorption. The repair is estimated to take approximately 10-minutes per seat.

Our maintenance and procurement teams are working through the details of the repair deployment with Thomas. As those details come together, we will share them with you. We do not expect this to impact day-to-day operations at our locations. As we receive updates from Thomas Built, we will be sure to share the details.

Thank you for the trust you place in us to transport your students. The safety of the students we transport is our top priority. If you have any questions, please don't hesitate to contact me.

Respectfully,



David Fairweather
Area General Manager, Northern New England

