

PE07-029

Attachment 1

1419799-1657164

TREAD Consumer Complaints Fact Sheet

Source Code/ID: **FTL - 000000001419799** Event Create Date: **8/3/2005**
 Event Type Desc: **CUSTOMER COMPLAINTS** Event Resolution Date: **UNRESOLVED**
 Serial Number/VIN: **1T88G2C255 [REDACTED]** NHTSA Reporting Period: **Q3 - 2005**
 Vehicle Model Year: **2005** NHTSA Reportable Ind: **Y**
 Vehicle Model Number: **0908N** Reference Number: **000000001657164**
 Vehicle Model Name: **SAF-T-LINER-EF**
 NHTSA Make Desc: **THOMAS CHASSIS**
 Facility Name: **HIGH POINT**
 PFI Description: **NONE SPECIFIED**
 Complaint Type Lvl 1: **COMMENTS AND CONCERNS**
 Complaint Type Lvl 2: **PRODUCT ISSUE**
 Complaint Type Lvl 3: **USEABILITY**

NHTSA Codes

NHTSA Code	NHTSA Category Name
11	ELECTRICAL

Symptom NHTSA Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
11	ELECTRICAL	GENERAL WIRING	WATER PENETRATION	CAB WIRING

Consumer Complaint Text:

Event Text Type Description	Event General Text
NOTE LOG >	1123084811ARSPROCESSNAME: [REDACTED] PHONE NUMBER: [REDACTED] EMAIL ADDRESS: [REDACTED] INITIAL CUSTOMER CONCERNS: ELECTRICAL PANNEL BELOW DRIVERS WINDOW GETTING WET. CAUSING ELECTRICAL COMPONENT TO ACT UP. I HAVE WIPERS THAT HAVE A MIND OF THEIR OWN. WHEN EVER IT RAINS THEY COME ON BY THEMSELVE AND CANT TURN OFF. IF YOU RUN WATER LIKE RAIN OVER THIS PANNEL IT SOAK THE IN SIDE OF PANNEL. AM I MISSING A COVER THATS PROTECTS THIS FORM WATER. 1129579490RMYERSPARTS FROM THE PSB ELECTRICAL COVER PROVIDED TRACKING # 1Z59RV310340118211

Review the attached PSB 5-19

8/3/2005 12:00:11 PM arsprocess

Name: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Initial Customer Concerns: Electrical pannel below drivers window getting wet. Causing electrial component to act up. I have wipers that have a mind of their own. When ever it rains they come on by themself and cant turn off. If you run water like rain over this pannel it soak the in side of pannel. Am I missing a cover thats protects this form water.

PE07-029

Attachment 2

CB040127.pdf

TREAD Consumer Complaints Fact Sheet

Source Code/ID:	TBB - CB040127	Event Create Date:	1/19/2004						
Event Type Desc:	CUSTOMER COMPLAINTS	Event Resolution Date:	4/18/04						
Serial Number/VIN:	[REDACTED]	NHTSA Reporting Period:	Q2 - 2004						
Vehicle Model Year:	2004	NHTSA Reportable Ind:	Y						
Vehicle Model Number:	120PS	Reference Number:	CB040127						
Vehicle Model Name:	INTEGRATED CONVENTIONAL	NHTSA Codes							
NHTSA Make Desc:	THOMAS BUILT BUSES	<table border="1"> <thead> <tr> <th>NHTSA Code</th> <th>NHTSA Category Name</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> <tr> <td>11.</td> <td>ELECTRICAL</td> </tr> </tbody> </table>		NHTSA Code	NHTSA Category Name	11	ELECTRICAL	11.	ELECTRICAL
NHTSA Code	NHTSA Category Name								
11	ELECTRICAL								
11.	ELECTRICAL								
Facility Name:	HIGH POINT								
PFI Description:	NONE SPECIFIED								
Complaint Type Lvl 1:	FSR: INF								
Complaint Type Lvl 2:	NONE SPECIFIED								
Complaint Type Lvl 3:	NONE SPECIFIED								

Symptom NHTSA Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
99	?	?	?	?

Consumer Complaint Text:

Event Text Type Description	Event General Text
CUSTOMER >	DISTRIBUTOR: 00000000 CUST NO.: 0000036083 CONTACT: DAVID BRUMLEY
FAILURE >	FAILURE: BODY COMPONENT: 0557 CIRCUIT BOARD 1
FSR AUTHORIZATION >	AUTHORIZATION: CBLAHA
FSR DESCRIPTION >	PHOTO SENT IN SHOWING THE BACK SIDE OF A PC BOARD WITH ALL THE CONNECTORS MELTED. REQUESTED MORE INFORMATION AS TO WHICH BOARD AND TO VERIFY BODY BATTERY SUPPLY PROTECTION. E-MAILED STD. FRONT/BACK HARNESS SCHEMATIC 52006000
PAID STATUS >	PAID STATUS: O 00000.00
VOCATION NUMBER >	VOCATION NO.:

PE07-029

Attachment 3

TS020224.pdf

VINs

1T75R4B2021112671

1T75R4B2821112692

1T75R4B2421112706

TREAD Consumer Complaints Fact Sheet

Source Code/ID:	TBB - TS020224	Event Create Date:	2/20/2002										
Event Type Desc:	CUSTOMER COMPLAINTS	Event Resolution Date:	5/21/02										
Serial Number/VIN:	1T75R4B202 [REDACTED]	NHTSA Reporting Period:	Q1 - 2002										
Vehicle Model Year:	2002	NHTSA Reportable Ind:	Y										
Vehicle Model Number:	1305S	Reference Number:	TS020224										
Vehicle Model Name:	SAF-T-LINER HD	NHTSA Codes											
NHTSA Make Desc:	THOMAS CHASSIS	<table border="1"> <thead> <tr> <th>NHTSA Code</th> <th>NHTSA Category Name</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> </tbody> </table>		NHTSA Code	NHTSA Category Name	11	ELECTRICAL	11	ELECTRICAL	11	ELECTRICAL	11	ELECTRICAL
NHTSA Code	NHTSA Category Name												
11	ELECTRICAL												
11	ELECTRICAL												
11	ELECTRICAL												
11	ELECTRICAL												
Facility Name:	HIGH POINT												
PFI Description:	NONE SPECIFIED												
Complaint Type Lvl 1:	FSR: INF												
Complaint Type Lvl 2:	NONE SPECIFIED												
Complaint Type Lvl 3:	NONE SPECIFIED												

Symptom NHTSA Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
99	?	?	?	?

Consumer Complaint Text:

Event Text Type Description	Event General Text
CUSTOMER >	DISTRIBUTOR: 00000000 CUST NO.: 0000000000 CONTACT: ERIC COULTER
FAILURE >	FAILURE: CHASSIS COMPONENT: 1831 FUSES, CIRCUIT BREAKERS, ELECTRICAL CONN.BUSS BARS
FSR AUTHORIZATION >	AUTHORIZATION: TSAUERBREY
FSR DESCRIPTION >	(RICKY MYERS) NEW LOOK UNITS. CIRCUIT BOARD #1 IN THE SIDE ELECTRICAL COMPARTMENT SHORTED AND MELTED. THEY ARE NEEDING PARTS TO COMPLETE REPAIRS. SENT CONNECTORS 2-18-2002 NEXT DAY, REQUESTED BOARDS TO BE RETURNED AND TO LEAVE THE FUSES AND RELAYS IN THE BOARDS.
PAID STATUS >	PAID STATUS: O 00000.00
PAID STATUS >	PAID STATUS: O 00000.00
PAID STATUS >	PAID STATUS: O 00000.00
VOCATION NUMBER >	VOCATION NO.:

TREAD Consumer Complaints Fact Sheet

Source Code/ID:	TBB - TS020224	Event Create Date:	2/20/2002
Event Type Desc:	CUSTOMER COMPLAINTS	Event Resolution Date:	5/21/02
Serial Number/VIN:	1T75R4B2421 [REDACTED]	NHTSA Reporting Period:	Q1 - 2002
Vehicle Model Year:	2002	NHTSA Reportable Ind:	Y
Vehicle Model Number:	1305S	Reference Number:	TS020224
Vehicle Model Name:	SAF-T-LINER HD	NHTSA Codes	
NHTSA Make Desc:	THOMAS CHASSIS	NHTSA Code	NHTSA Category Name
Facility Name:	HIGH POINT	11	ELECTRICAL
PFI Description:	NONE SPECIFIED	11	ELECTRICAL
Complaint Type Lvl 1:	FSR: INF	11	ELECTRICAL
Complaint Type Lvl 2:	NONE SPECIFIED	11	ELECTRICAL
Complaint Type Lvl 3:	NONE SPECIFIED		

Symptom NHTSA Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
99	?	?	?	?

Consumer Complaint Text:

Event Text Type Description	Event General Text
CUSTOMER >	DISTRIBUTOR: 00000000 CUST NO.: 0000000000 CONTACT: ERIC COULTER
FAILURE >	FAILURE: CHASSIS COMPONENT: 1831 FUSES, CIRCUIT BREAKERS, ELECTRICAL CONN.BUSS BARS
FSR AUTHORIZATION >	AUTHORIZATION: TSAUERBREY
FSR DESCRIPTION >	(RICKY MYERS) NEW LOOK UNITS. CIRCUIT BOARD #1 IN THE SIDE ELECTRICAL COMPARTMENT SHORTED AND MELTED. THEY ARE NEEDING PARTS TO COMPLETE REPAIRS. SENT CONNECTORS 2-18-2002 NEXT DAY, REQUESTED BOARDS TO BE RETURNED AND TO LEAVE THE FUSES AND RELAYS IN THE BOARDS.
PAID STATUS >	PAID STATUS: O 00000.00
PAID STATUS >	PAID STATUS: O 00000.00
PAID STATUS >	PAID STATUS: O 00000.00
VOCATION NUMBER >	VOCATION NO.:

TREAD Consumer Complaints Fact Sheet

Source Code/ID:	TBB - TS020224	Event Create Date:	2/20/2002										
Event Type Desc:	CUSTOMER COMPLAINTS	Event Resolution Date:	5/21/02										
Serial Number/VIN:	1T75R4B28211 [REDACTED]	NHTSA Reporting Period:	Q1 - 2002										
Vehicle Model Year:	2002	NHTSA Reportable Ind:	Y										
Vehicle Model Number:	1305S	Reference Number:	TS020224										
Vehicle Model Name:	SAF-T-LINER HD	NHTSA Codes											
NHTSA Make Desc:	THOMAS CHASSIS	<table border="1"> <thead> <tr> <th>NHTSA Code</th> <th>NHTSA Category Name</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> <tr> <td>11</td> <td>ELECTRICAL</td> </tr> </tbody> </table>		NHTSA Code	NHTSA Category Name	11	ELECTRICAL	11	ELECTRICAL	11	ELECTRICAL	11	ELECTRICAL
NHTSA Code	NHTSA Category Name												
11	ELECTRICAL												
11	ELECTRICAL												
11	ELECTRICAL												
11	ELECTRICAL												
Facility Name:	HIGH POINT												
PFI Description:	NONE SPECIFIED												
Complaint Type Lvl 1:	FSR: INF												
Complaint Type Lvl 2:	NONE SPECIFIED												
Complaint Type Lvl 3:	NONE SPECIFIED												

Symptom NHTSA Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
99	?	?	?	?

Consumer Complaint Text:

Event Text Type Description	Event General Text
CUSTOMER >	DISTRIBUTOR: 00000000 CUST NO.: 0000000000 CONTACT: ERIC COULTER
FAILURE >	FAILURE: CHASSIS COMPONENT: 1831 FUSES, CIRCUIT BREAKERS, ELECTRICAL CONN.BUSS BARS
FSR AUTHORIZATION >	AUTHORIZATION: TSAUERBREY
FSR DESCRIPTION >	(RICKY MYERS) NEW LOOK UNITS, CIRCUIT BOARD #1 IN THE SIDE ELECTRICAL COMPARTMENT SHORTED AND MELTED. THEY ARE NEEDING PARTS TO COMPLETE REPAIRS. SENT CONNECTORS 2-18-2002 NEXT DAY, REQUESTED BOARDS TO BE RETURNED AND TO LEAVE THE FUSES AND RELAYS IN THE BOARDS.
PAID STATUS >	PAID STATUS: O 00000.00
PAID STATUS >	PAID STATUS: O 00000.00
PAID STATUS >	PAID STATUS: O 00000.00
VOCATION NUMBER >	VOCATION NO.:

PE07-029

Attachment 4

1510540-1775498

TREAD Field Service Fact Sheet

Prepared By: Stanley,Dave

Report Date: 7/16/2007

Database: TREAD

Catalog-User-Profile: CRN Tread

Event Source Code\ID:	FTL - 000000001630042	NHTSA Reporting Period:	Q1 - 2006
Event Type Description:	CUSTOMER COMPLAINTS	Event Create Date:	3/23/2006
Serial Number/VIN:	1T88R3E2861 [REDACTED]	Event Complete Date:	UNRESOLVED
Vehicle Model Number:	1308S	PFI Description:	NONE SPECIFIED
NHTSA Model Description:	SAF-T-LINER-EF	Damage Main Group:	?
NHTSA Make Description:	THOMAS CHASSIS	Damaged Part:	?
Model Year Number:	2006	Damage Cause:	?
FSPR Type Description:	NONE SPECIFIED	Factory Responsibility:	N
NHTSA Reportable:	Y		
Build Plant/Facility:	HIGH POINT		
Brake Classification Type:	AIR BRAKES		
Fuel Classification Type:	DIESEL FUEL		
Application Source Code:	FTL		
GVW Class:	7 Vehicle		

Symptom NHTSA Category Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
99	?	?	?	?

Field Service Text

Event Text Type Description	Event General Text
NOTE LOG >	1143121979BMYERSELECTRICAL ISSUE ON THE PC BOARDS. PHOTOS PROVIDED

Side cabinet shipped 2nd day Tacking#1Z59RV310240 [REDACTED]

-----Original Message-----

From: TChabot@valleyftl.com [mailto:TChabot@valleyftl.com]
Sent: Wednesday, November 09, 2005 10:36 AM
To: Myers, Ricky
Subject: RE: vin# 161362

Valley Freightliner
277 Stewart RD SW
Pacific Wa 98047

This is our mailing address, Thanks for your help..

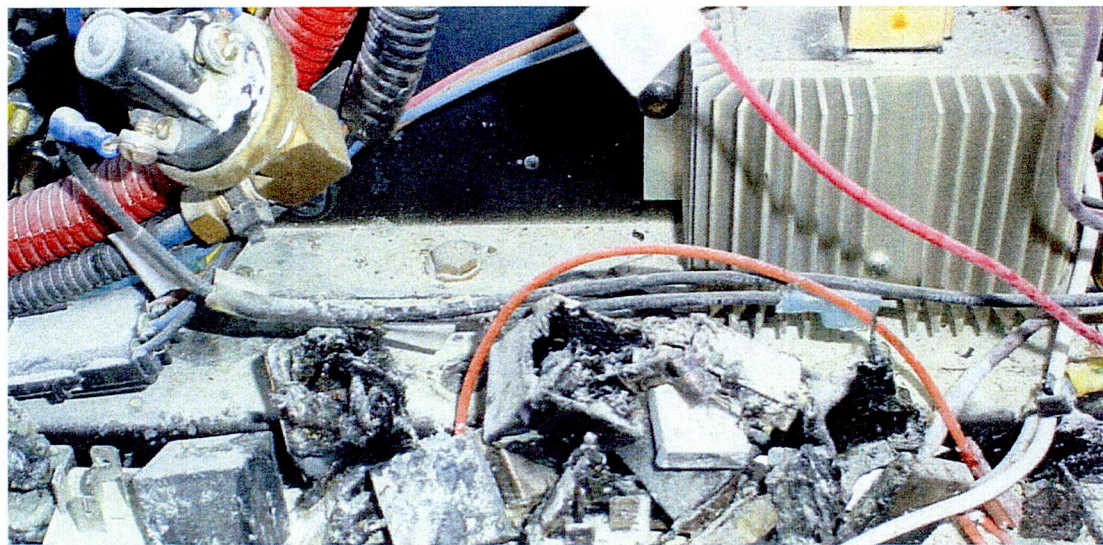
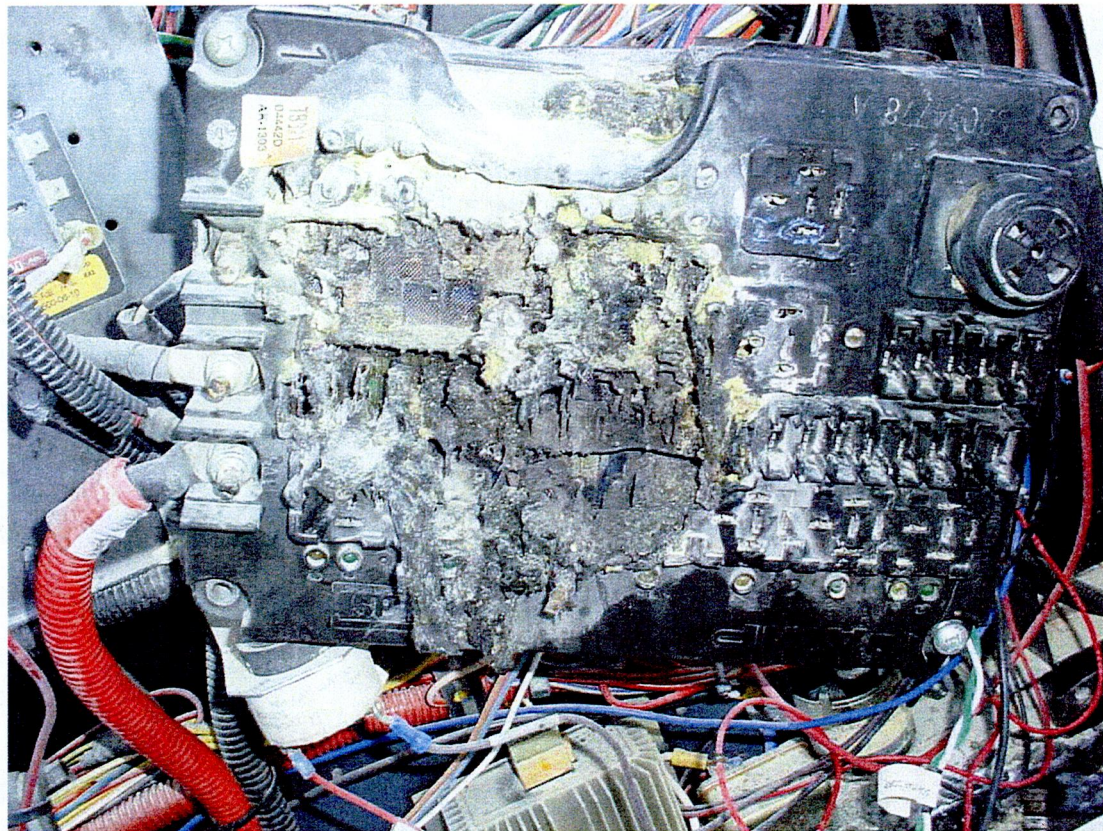
Ricky.Myers@ThomasBus.com
sBus.com To:
TChabot@valleyftl.com, cchaney@msvehicles.com
cc:
Rich.Thornburg@ThomasBus.com, cchaney@matthewsgroupinc.com
11/08/2005 11:03 AM Subject: RE: vin# 161362

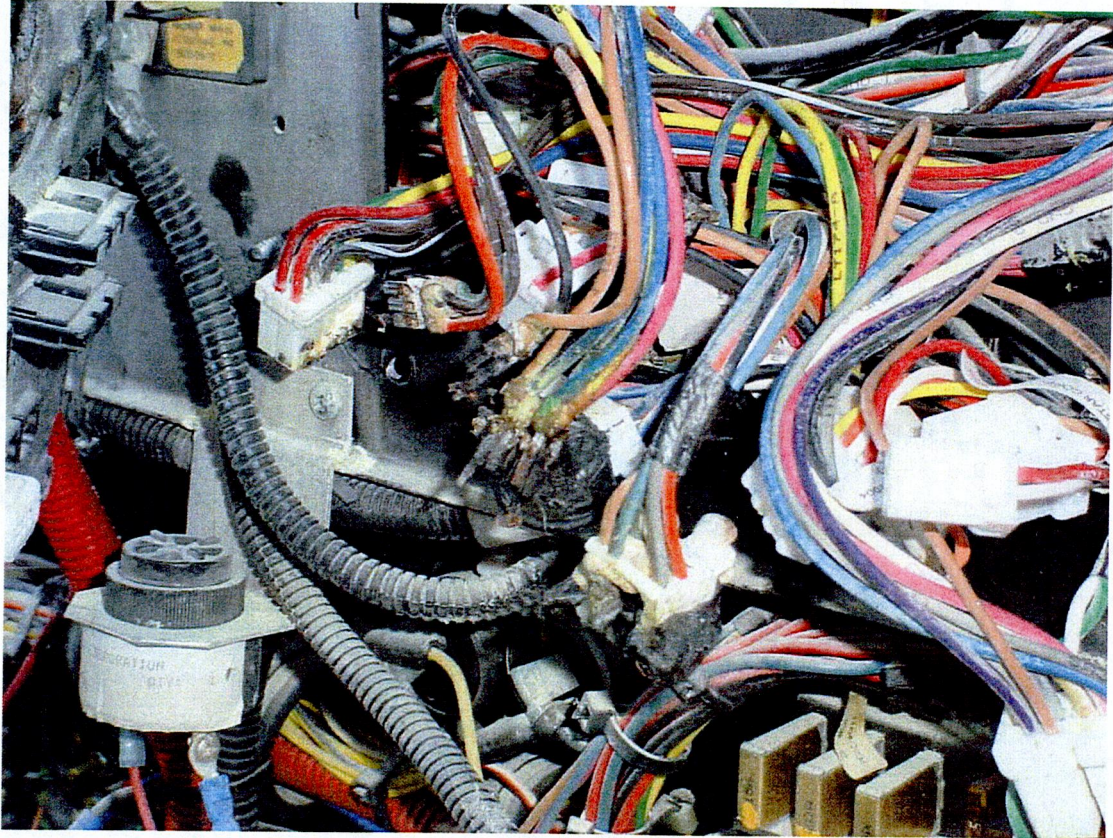
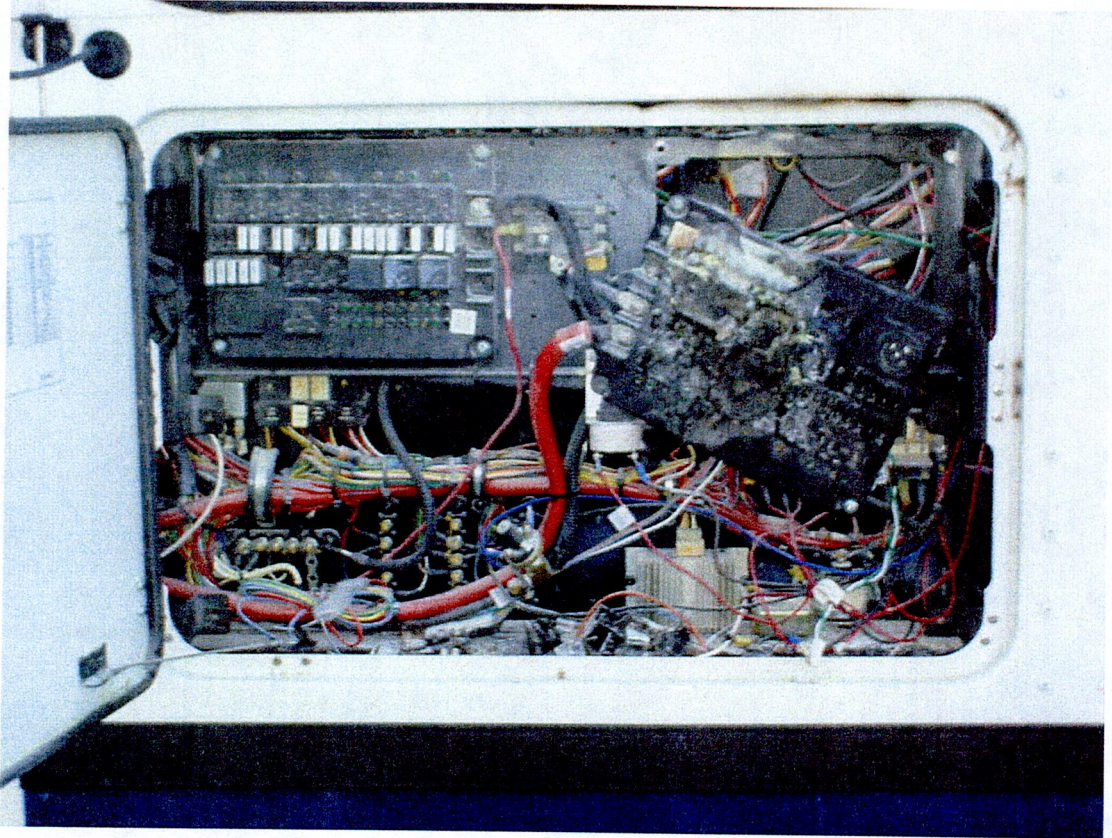
I am having the side Body panel remade, with all the necessary components.
Provide me a shipping address.

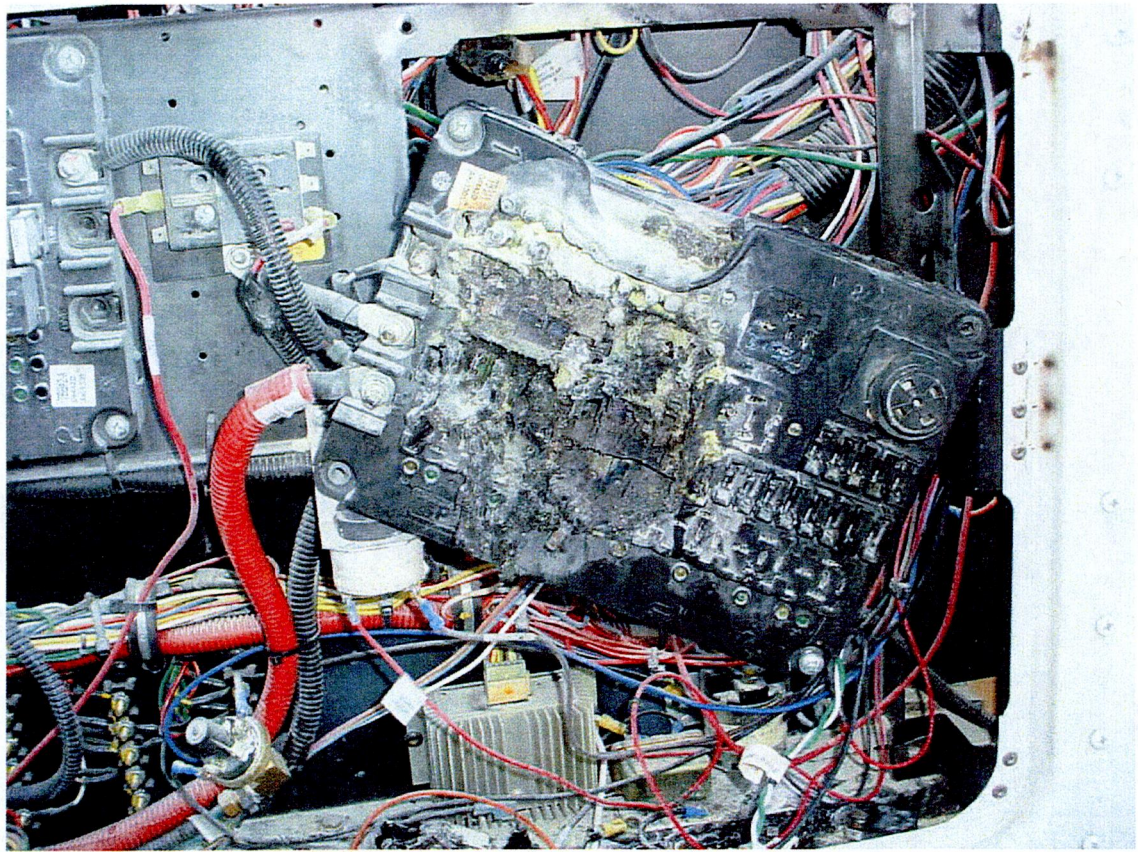
-----Original Message-----

From: TChabot@valleyftl.com [mailto:TChabot@valleyftl.com]
Sent: Friday, October 21, 2005 11:32 AM
To: Chaney, Robert; Myers, Ricky
Subject: vin# [REDACTED]

Here are the picture of the burnt bus, please let us know what you think
would be the best way to repair.(See attached file: MVC-005F.JPG)(See
attached file: MVC-001F.JPG)(See attached file: MVC-002F.JPG)(See attached
file: MVC-003F.JPG)(See attached file: MVC-004F.JPG)







PE07-029

Attachment 5

1630042-1931443

TREAD Field Service Fact Sheet

Prepared By: Stanley,Dave

Database: TREAD

Report Date: 7/16/2007

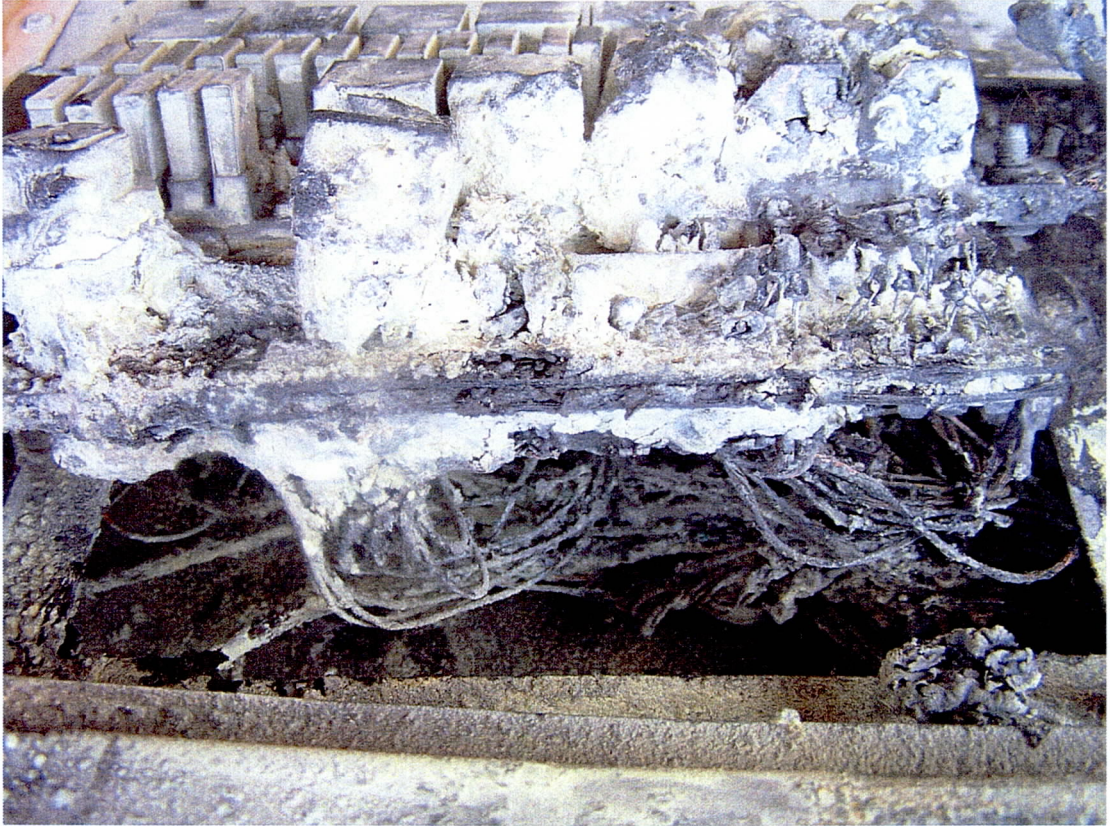
Catalog-User-Profile: CRN Treac

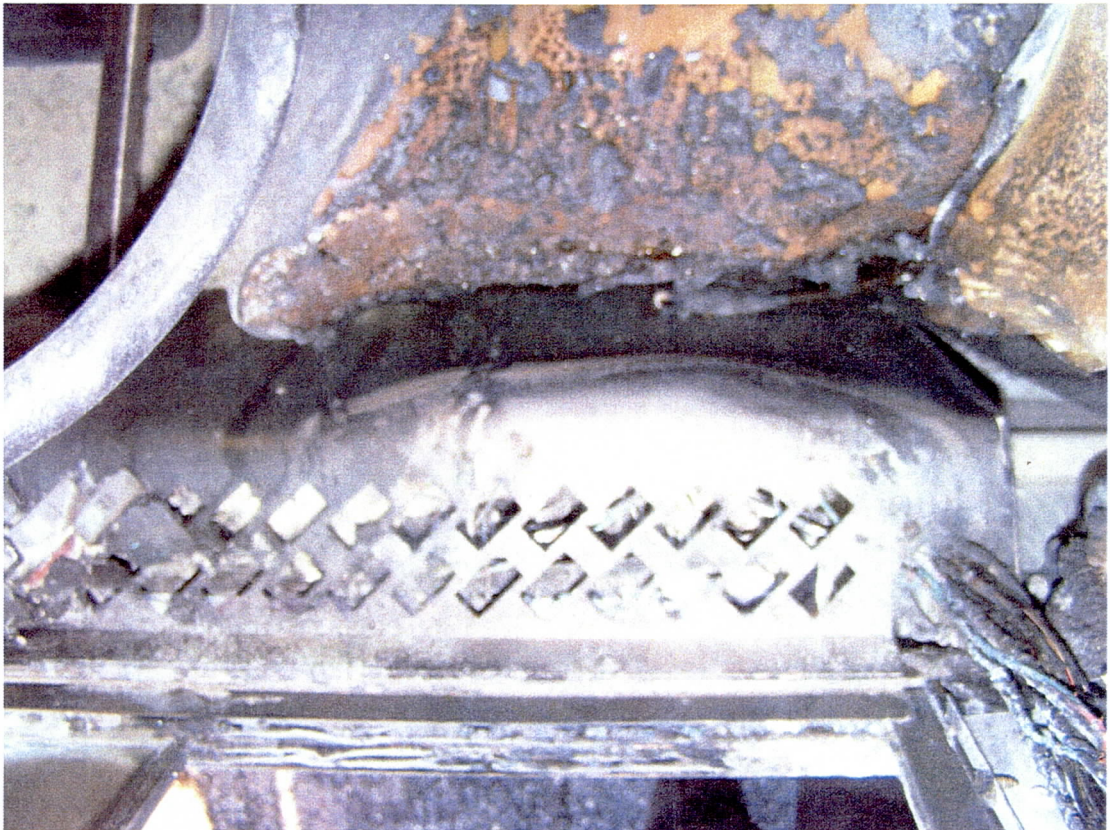
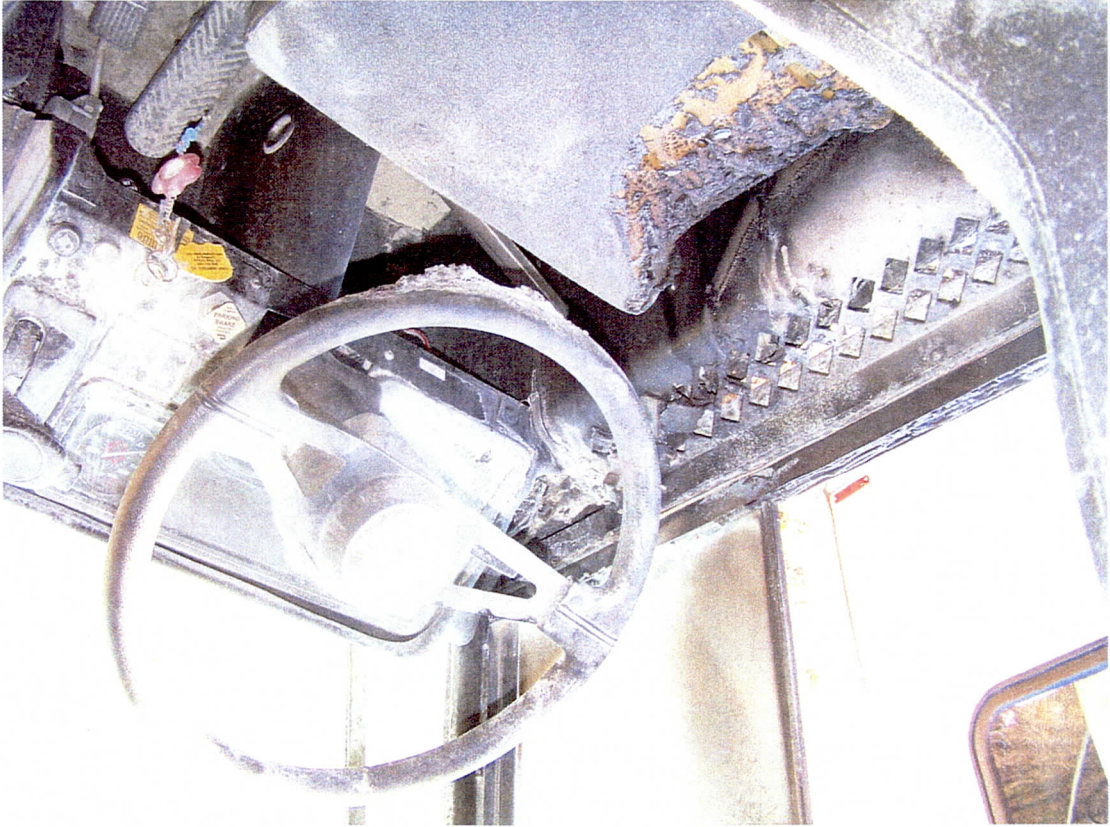
Event Source Code\ID:	FTL - 000000001510540	NHTSA Reporting Period:	Q4 - 2005
Event Type Description:	CUSTOMER COMPLAINTS	Event Create Date:	11/11/2005
Serial Number/VIN:	1T88U2C2161 [REDACTED]	Event Complete Date:	UNRESOLVED
Vehicle Model Number:	1418N	PFI Description:	NONE SPECIFIED
NHTSA Model Description:	SAF-T-LINER-EF	Damage Main Group:	?
NHTSA Make Description:	THOMAS CHASSIS	Damaged Part:	?
Model Year Number:	2006	Damage Cause:	?
FSPR Type Description	NONE SPECIFIED	Factory Responsibility	N
NHTSA Reportable:	N		
Build Plant/Facility:	HIGH POINT		
Brake Classification Type:	AIR BRAKES		
Fuel Classification Type:	DIESEL FUEL		
Application Source Code:	FTL		
GVW Class:	6 Vehicle		

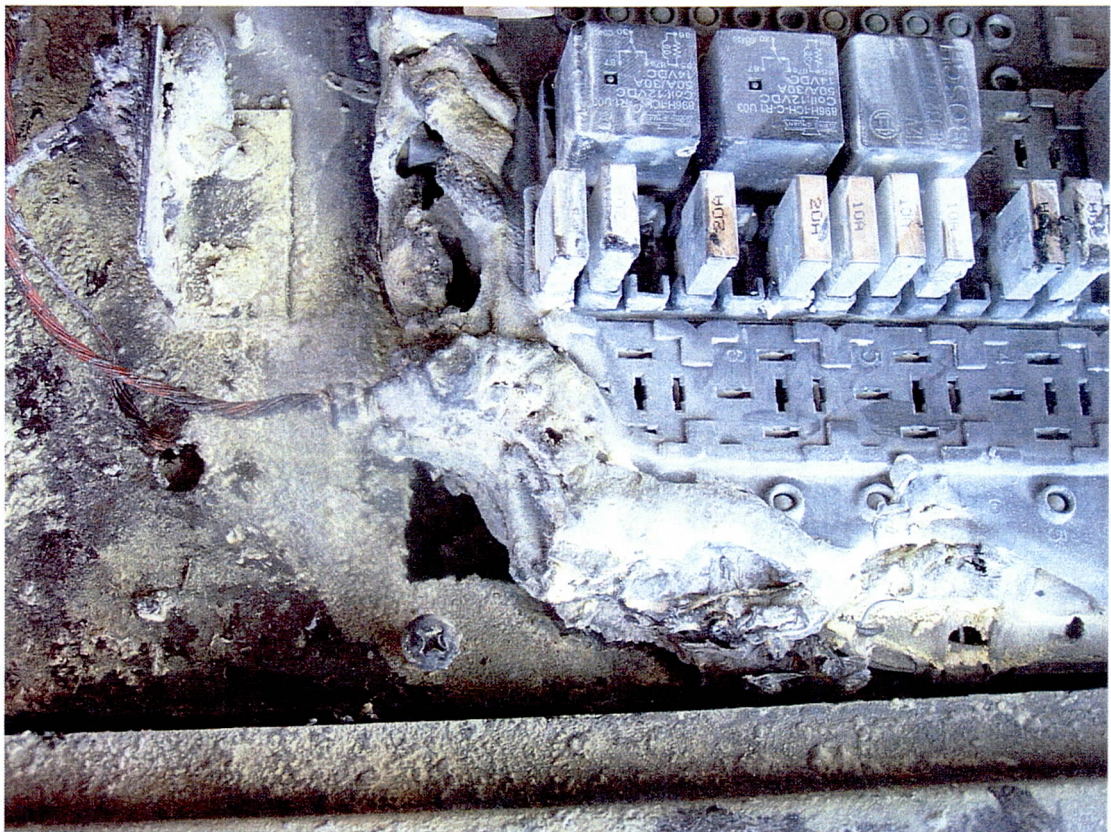
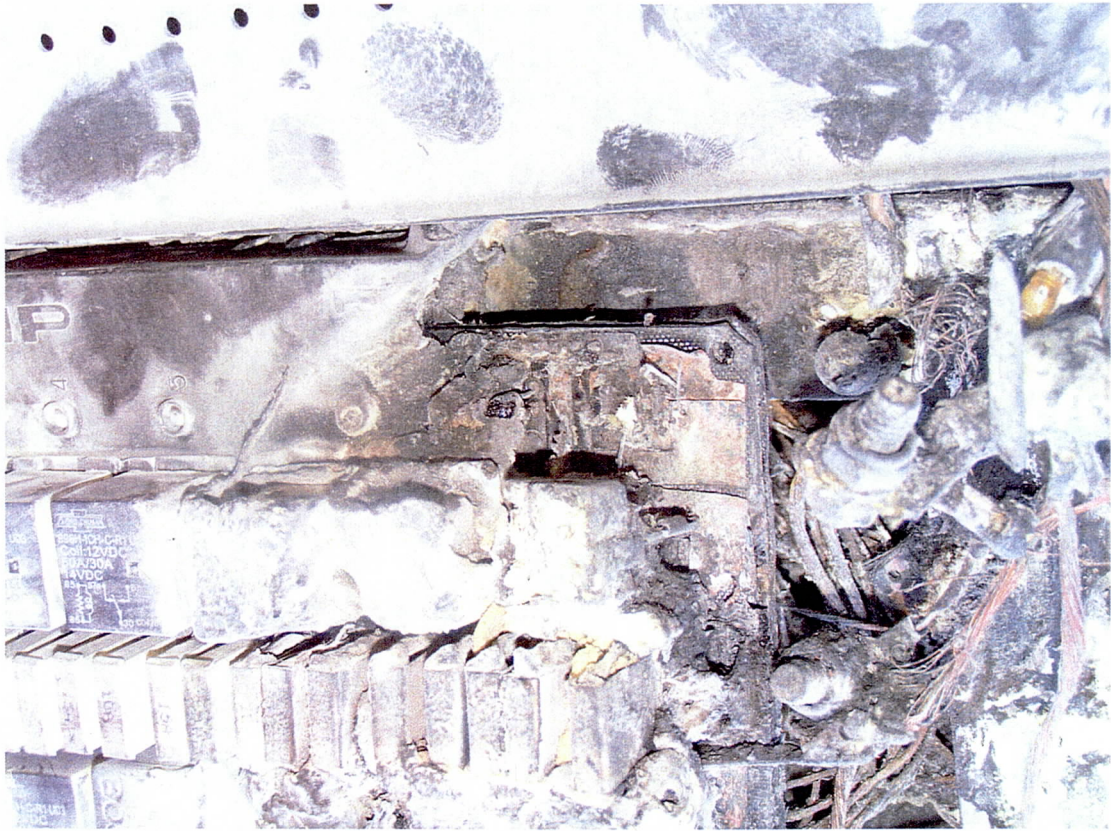
Symptom NHTSA Category Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
99	?	?	?	?

Field Service Text

Event Text Type Description	Event General Text
NOTE LOG >	1131722263BMYERSIDE PANEL PICTURES OFTHIS UNIT WAS SENT IN SHOWING THE BURN. VALLEY FREIGHTLINER WILL REPAIR,THOMAS SENT OUT COMPLETE SIDEPANEL FOR THE EASE OF INSTALLATION.□











PE07-029

Attachment 6

1840153-2198648

TREAD Field Service Fact Sheet

Prepared By: Stanley, Dave
 Report Date: 7/16/2007

Database: TREAD
 Catalog-User-Profile: CRN Tread

Event Source Code\ID:	FTL - 000000001840153	NHTSA Reporting Period:	Q4 - 2006
Event Type Description:	CUSTOMER COMPLAINTS	Event Create Date:	10/19/2006
Serial Number/VIN:	1T88S4C2651 [REDACTED]	Event Complete Date:	UNRESOLVED
Vehicle Model Number:	1318S	PFI Description:	NONE SPECIFIED
NHTSA Model Description:	SAF-T-LINER-EF	Damage Main Group:	?
NHTSA Make Description:	THOMAS CHASSIS	Damaged Part:	?
Model Year Number:	2005	Damage Cause:	?
FSPR Type Description:	NONE SPECIFIED	Factory Responsibility:	N
NHTSA Reportable:	Y		
Build Plant/Facility:	HIGH POINT		
Brake Classification Type:	AIR BRAKES		
Fuel Classification Type:	DIESEL FUEL		
Application Source Code:	FTL		
GVW Class:	7 Vehicle		

Symptom NHTSA Category Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
99	?	?	?	?

Field Service Text

Event Text Type Description	Event General Text
NOTE LOG >	1161260653EGREGGOCUSTOMER REPORTED, THE PC BOARD SHORTED OUT, BUS HAS BEEN TOWED TO MAINTENANCE SHOP. THIS UNIT WAS NOT INVOLVED IN THE RECALL, SEE THE ATTACHED PICTURES. INFO HAS BEEN FOWARD TO TBB ENG (JIM FREIBURGER)1163609381EGREGGJOHN POWELL CONTACTED JIM FREIBURGER AND WILL BE AT CUSTOMER LOCATION ON 11-16-06 TO REIVEW. JOHN POWELL WILL SEND REPORTED TO JIM FRIEBURGER.□

Dave Stanley

From: Gregg, Eddie
Sent: Thursday, November 16, 2006 12:21 PM
To: Freiburger, Jim
Subject: FW: Thermal JAX 1 body 433572

Attachments: MVC-001S.JPG; MVC-002S.JPG; MVC-003S.JPG; MVC-004S.JPG; MVC-005S.JPG;
MVC-006S.JPG; ATT17065.txt



MVC-001S.JPG (29 KB) MVC-002S.JPG (25 KB) MVC-003S.JPG (31 KB) MVC-004S.JPG (47 KB) MVC-005S.JPG (45 KB) MVC-006S.JPG (47 KB) ATT17065.txt (647 B)

Jim

for your records

-----Original Message-----

From: Normand.Dube@fs.firstgroupamerica.com [mailto:Normand.Dube@fs.firstgroupamerica.com]
Sent: Thursday, November 16, 2006 3:06 PM
To: Gregg, Eddie
Subject: Thermal JAX 1

(See attached file: MVC-001S.JPG) (See attached file: MVC-002S.JPG) (See attached file: MVC-003S.JPG) (See attached file: MVC-004S.JPG) (See attached file: MVC-005S.JPG) (See attached file: MVC-006S.JPG)

SAFETY REQUIRES PRACTICE:

Every SECOND of Every MINUTE of Every DAY.

Norm

First Student
Technical and Warranty Manager
Phone: 513-419-3259
Cell: 513-476-7104
Fax 513-419-3206

Dave Stanley

From: Gregg, Eddie
Sent: Thursday, November 16, 2006 12:20 PM
To: Freiburger, Jim
Subject: FW: Thermal JAX 2 body #433572

Attachments: MVC-007S.JPG; MVC-008S.JPG; MVC-009S.JPG; MVC-010S.JPG; MVC-011S.JPG;
MVC-012S.JPG; ATT17201.txt



KB)



KB)



KB)



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B)

MVC-007S.JPG (46 KB) MVC-008S.JPG (55 KB) MVC-009S.JPG (52 KB) MVC-010S.JPG (47 KB) MVC-011S.JPG (49 KB) MVC-012S.JPG (43 KB) ATT17201.txt (647 B)

Jim ,

for you records

-----Original Message-----

From: Normand.Dube@fs.firstgroupamerica.com [mailto:Normand.Dube@fs.firstgroupamerica.com]
Sent: Thursday, November 16, 2006 3:12 PM
To: Gregg, Eddie
Subject: Thermal JAX 2

Eddie,
John Powell and I were able to remove what was left of the PCM board in its entirety.
I am sending you 3 batches of the pictures that were taken as we disassembled the wiring at the PCM board.

(See attached file: MVC-007S.JPG) (See attached file: MVC-008S.JPG) (See attached file: MVC-009S.JPG) (See attached file: MVC-010S.JPG) (See attached file: MVC-011S.JPG) (See attached file: MVC-012S.JPG)

SAFETY REQUIRES PRACTICE:
Every SECOND of Every MINUTE of Every DAY.
Norm

First Student
Technical and Warranty Manager
Phone: 513-419-3259
Cell: 513-476-7104
Fax 513-419-3206

Dave Stanley

From: Gregg, Eddie
Sent: Thursday, November 16, 2006 12:20 PM
To: Freiburger, Jim
Subject: FW: JAX Thermal 3 body 433572

Attachments: MVC-013S.JPG; MVC-014S.JPG; MVC-015S.JPG; MVC-016S.JPG; MVC-017S.JPG;
MVC-018S.JPG; ATT17301.txt



MVC-013S.JPG (54 KB) MVC-014S.JPG (52 KB) MVC-015S.JPG (60 KB) MVC-016S.JPG (17 KB) MVC-017S.JPG (54 KB) MVC-018S.JPG (53 KB) ATT17301.txt (647 B)

Jim,

for you records

-----Original Message-----

From: Normand.Dube@fs.firstgroupamerica.com [mailto:Normand.Dube@fs.firstgroupamerica.com]
Sent: Thursday, November 16, 2006 3:14 PM
To: Gregg, Eddie
Subject: JAX Thermal 3

(See attached file: MVC-013S.JPG) (See attached file: MVC-014S.JPG) (See attached file: MVC-015S.JPG) (See attached file: MVC-016S.JPG) (See attached file: MVC-017S.JPG) (See attached file: MVC-018S.JPG)

SAFETY REQUIRES PRACTICE:

Every SECOND of Every MINUTE of Every DAY.

Norm

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Technical and Warranty Manager
Phone: 513-419-3259
Cell: 513-476-7104
Fax 513-419-3206

