



10V-168  
(5 pages)

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By Recall Mgt Div. at 2:54 pm, Apr 23, 2010

April 20, 2010

Associate Administrator for Enforcement  
Attention: Recall Management Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington DC 20590

In accordance with CFR 49 Part 573, Transportation Collaborative Inc has decided that a defect exist which relates to Federal Motor Vehicle Safety Standard No. FMVSS 103 "Windshield Defrosting and Defogging System" on certain 2009 and 2010 model year Chevrolet Express and GMC Savana vehicles.

This report was e-mailed to NHTSA on April 19, 2010 to [KellySchuler@dot.gov](mailto:KellySchuler@dot.gov) and [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov) In addition sent, via UPS.

If there are any questions regarding the information I have submitted, please contact me at 845-988-0419.

Respectfully,

Jose Vazquez  
Warranty



7 LAKE STATION ROAD

WARWICK, NY 10990

PHONE: (845) 988-2333



## PART 573 Defects and Noncompliance Report

**Report Date: April 19, 2010**

### I.

Transportation Collaborative Inc has decided that a defect exists with certain Trans Tech Bus models SST 30 Pak, STH4+9, STH4, STH5RL, ST5, ST4, DW4+9139, DW5193FRL, DW5139, DW5+9195, DW5+9159FRL, DW6159FRL, and DW6159, manufactured on 2009 and 2010 Chevrolet Express and GMC Savana cutaway chassis.

The defect involves Federal Motor Vehicle Safety Standard No. FMVSS 103 "Windshield Defrosting and Defogging System". Specifically, these vehicles were built with heating, ventilation, and air-conditioning (HVAC) control knobs that may fracture and spin on the control shaft. If this happens, the driver may no longer be able to control the heating, cooling, and ventilation for the vehicle. If this condition affects the defrost system when it is required, it may decrease the driver's visibility, and could possibly result in a crash.

#### **Vehicles not involved in the recall:**

Vehicles not involved in this recall were built before 2009 and are not Chevrolet Express or GMC Savana. 2009 and 2010 Chevrolet Express and GMC Savana vehicles that do not have VIN#'s that fall within the specified range.

#### **Vehicles involved in the recall:**

Vehicles involved in this recall are certain 2009 and 2010 Chevrolet Express and GMC Savana vehicles built within the VIN range listed below.

<i>2009 Chevrolet Express</i>	<i>from 91165053 through 91184221</i>
<i>2010 Chevrolet Express</i>	<i>from A1100035 through A1105623</i>
<i>2009 GMC Savana</i>	<i>from 91167084 through 91184212</i>
<i>2010 GMC Savana</i>	<i>from A1100005 through A1105275</i>

#### **Approximate percentage of the total of vehicles estimated to actually contain the defect:**

100%





**Vehicle population as of April 20, 2010:**

<b>Model</b>	<b>Number of Vehicles involved</b>
SST 30 Pak	3
STH4+9	1
STH4	7
STH5RL	1
ST5	7
ST4	7
DW4+9139	50
DW5193FRL	7
DW5139	31
DW5+9195	10
DW5+9159FRL	14
DW6159FRL	36
DW6159	18

**Total: 192**

**Identify and describe how the original recall population was determined:**

On April 15, 2010, Trans Tech Bus was notified by Chevrolet of recall **10012**. The defect relates to the heating, ventilation and air conditioning control knobs that were installed on certain 2009 and 2010 Chevrolet and GMC Savana vehicles. The notice outlined that the HVAC control knobs may fracture and spin on the control shaft causing the operator to be unable to control the defrost system when it is required causing decreased visibility for the driver. Along with the notice, Chevrolet supplied a list of affected VIN ranges. Trans Tech Bus launched an internal investigation in order to identify the vehicle population. All sales orders including 2009 and 2010 Chevrolet and GMC vehicles were matched to the VIN ranges to determine all vehicles affected.

**II.**

**Describe the Defect:**

The defect involves FMVSS 103 ““Windshield Defrosting and Defogging System”. Specifically these vehicles were built with heating, ventilation, and air-conditioning (HVAC) control knobs that may fracture and spin on the control shaft.





**Describe the consequence of the Defect:**

In the event that the HVAC control knob fractures and spins on the control shaft the driver may no longer be able to control the heating, cooling, and ventilation for the vehicle. If this condition affects the defrost system when it is required, it may decrease the driver's visibility, and could possibly result in a crash.

**Identify any warning, which can (A) Precede or (B) Occur:**

There is no physical distinction between a HVAC control knob that is defective and one that is not so all HVAC knobs on 2009 and 2010 Chevrolet Express and GMC Savana vehicles are presumed to be involved in the recall.

**Identify the supplier by corporate name and address of the defective equipment:**

Chevrolet  
PO Box 909989  
Milwaukee, WI 53209-9989  
Tel 800-630-3248 Fax 773-252-7450  
[www.gmownercenter.com](http://www.gmownercenter.com)

**III.**

**With respect to a defect, identify and provide the test results or other data (in chronological order and including dates) on which the defect was determined:**

**March 11, 2010** - Chevrolet released Document ID: 2414590, which outlined the basis of their recall and the repair procedure.

**April 15, 2010**- Chevrolet notified Transportation Collaborative Inc. regarding safety recall number **10012**. The notice outlined a defect with their 2009 and 2010 Chevrolet Express and GMC Savana vehicle, specifically the HVAC Control knobs.

**Identify the remedy:**

TCI Inc will notify the owners of the affected vehicles and dealers that sold vehicles on behalf of GMC. Customers and Dealers will be required to contact TCI and/or GMC in order to have the affected vehicles remedied. The remedy for this recall will be the replacement of all HVAC control knobs (*GMC part # 25922402*) in the effected vehicles. Customers will be supplied with instructions on how to inspect and repair any affected HVAC control knobs. TCI will assist all customers with scheduling repairs and locating authorized repair facilities.





Any cost incurred to the owners purchasers and dealers of Vehicles affected by this recall number will be reimbursed by GMC with the assistance of Transportation Collaborative Inc. within a reasonable time from the notification. Transportation Collaborative Inc. reimburses customers and dealers within 30 days of the remedy.

**Recall Schedule:**

Upon approval of this report , TCI Will begin to notify customers by issuing Notification letters to the dealers and customers along with labels and inspection/ installation instructions no later then **May 10, 2010.**

**All questions regarding this recall should be addressed to:**

Jose Vazquez  
Warranty Department  
Transportation Collaborative Inc.  
7 Lake Station Road  
Warwick, New York 10990  
Phone# 845-988-0419 Fax# 845-988-0324

**Prepared by:** Jose Vazquez, Warranty Department TCI

**Signature:** \_\_\_\_\_ **Date:** 3/10/2010

