



April 29, 2010

**"SAFETY RECALL NOTICE"**  
**NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**  
**RECALL NO: 10V-168**

Attention TCI Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. No. 577.13, "Notification to dealers and distributors".

Transportation Collaborative Inc. on behalf of General Motors has decided that certain 2009 and 2010 model year Chevrolet Express and GMC Savana vehicles manufactured between February 25, 2009 and April 15, 2010 fail to conform to Federal Motor Vehicle Safety Standard 103, "Windshield Defrosting and Defogging System". 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.

Transportation Collaborative Inc. on behalf of General Motors will affect repairs to your vehicle by replacing all of the HVAC control knobs in your vehicle. This service will be performed for you at NO CHARGE.

The expected out of service time necessary to affect repairs is .20 hours.

Transportation Collaborative Inc will arrange and assist customers with locating authorized dealers and will supply any parts needed for the owners of all the affected vehicles, at no cost.

In order to ensure that all vehicles that are subject to the recall are corrected, TCI will perform the following actions:

- Transportation Collaborative Inc. will notify the appropriate customers and advise them to inspect their vehicle(s).
- TCI will further request a reply from those customers indicating whether their vehicle is affected or not and has been completed.



7 LAKE STATION ROAD

WARWICK, NY 10990

PHONE: (845) 988-2333



Also enclosed with this letter are copies of the information that will be sent to each customer. Should you have any vehicles in your stock that require the recall service work, please make certain that these vehicles are corrected. As per Federal Motor Vehicle Safety Standard No. 577.13 which states that it is a, “*violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used (including tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied*”.

If you have any questions about this recall please call Transportation Collaborative Inc. Customer Service at 1-845-988-0419.

Sincerely,

Jose Vazquez

Transportation Collaborative Inc.



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