



April 29, 2010

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

Trans Tech Bus, TCI Recall #:

Vehicle VIN number:

Customer Name:

Customer Address:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

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*".

What the safety concern is:

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. 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.

The Remedy:

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.



7 LAKE STATION ROAD

WARWICK, NY 10990

PHONE: (845) 988-2333



What we are requesting you do:

Transportation Collaborative is requesting that you (the end user), contact TCI at 845-988-0419 or Chevrolet at 1-800-630-2438 to arrange for inspection and scheduling of the repair by an authorized facility.

Upon completion of the vehicle inspection and repair please have the prepaid response card filled out and sent back to Transportation collaborative:

TCI
Warranty Department
7 Lake Station Road
Warwick, NY 10990

Address or ownership change:

Please notify us of any change of address or vehicle ownership. If you are the lesser of the above - mentioned vehicle, you must forward this letter to the lessee within ten (10) days of receipt of this letter.

What Transportation Collaborative will do for you?

Transportation Collaborative Inc. will affect repairs relating to this recall, both parts and labor, at no cost to you the vehicle owner. Upon receipt of the response card, we will immediately contact you in order to schedule an appointment at an authorized repair facility.

If you have any questions:

Transportation Collaborative Inc. customer service/warranty department will be happy to assist you with any questions.

For further information, please contact:

Jose Vazquez
Transportation Collaborative Inc
Warranty Department
7 Lake Station Road
Warwick New York 10990
Phone 845-988-0419 Fax 845-988-0324
E-mail: jvazquez@transtechbus.com

Or





Chevrolet
PO Box 909989
Milwaukee, WI 53209-9989
Tel 800-630-3248 Fax 773-252-7450
www.gmownercenter.com

If you have a complaint:

If you have difficulties getting your vehicle repaired in a reasonable timeframe and without charge, please contact Transportation Collaborative Inc. customer service at 1-845-988-0419 or e-mail TCI at jvazquez@transtechbus.com for further assistance. Representatives are available Monday thru Friday 8:30am – 5:00pm (EST).

If you are still having difficulties getting your vehicle repaired in a reasonable time you may send your complaints to the Administrator, National Highway Traffic Safety Administration at 1200 New Jersey Avenue SE. Washington, and D. C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153): or go to <http://www.safercar.gov> .

Thank you for your attention to this important matter, we regret any inconvenience this recall may have caused.

Sincerely,

Jose Vazquez
Transportation Collaborative Inc.

