



March 07, 2012

“SAFETY RECALL NOTICE”
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
RECALL NO: 12V-007

Trans Tech Bus, TCI Recall #: 12V-007

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 No. 577.13.

TransTech Bus has determined that a defect exists on certain model year 2009 through 2011 School Buses & MFSAB Buses manufactured between 5/10/2009 and 7/11/2011. These models, equipped with C.E. White “slam-latch” seats latches, fail to conform to Federal Motor Vehicle Safety Standard No. 222 “*School Bus Passenger Seating and Crash Protection*”.

What the safety concern is:

Current latching requirements for the initial locking mechanism within the installed seats of certain model School Buses & MFSAB Buses released between 5/10 and 7/11 are not satisfied. These seats may have the bottom latch securing the cushion to the seat frame released and subsequently can cause personal injury in the result of an accident. We urge you to bring this vehicle in for servicing on its non-compliant components as soon as possible.

The Remedy:

Transportation Collaborative Inc will be sending out repair kits for the re-greasing of the seat latch as described in the Repair Procedure.

The expected out of service time necessary to affect repairs is .1 hours per seat.



7 LAKE STATION ROAD

WARWICK, NY 10990

PHONE: (845) 988-2333



What we are requesting you do:

Transportation Collaborative Inc is requesting that you (the end user), contact TCI at 845-988-0419 to arrange for inspection and scheduling of the repair.

Upon completion of the vehicle inspection 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. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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 send the Repair kit and begin scheduling an appointment for remedy of the defective components.

If repairs or modifications outlined by this notice have been preformed prior to the receipt of this recall notification, complete the prepaid response card and the reimbursement form included with this letter with a copy of the work order or invoice to Transportation Collaborative Inc for reimbursement. Transportation Collaborative Inc reimburses dealers, customers and authorized repair facilities within 30 days of the completed repair.

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:

Customer Support
Transportation Collaborative Inc.
Warranty Department
7 Lake Station Road
Warwick New York 10990
Phone 845-988-0419 Fax 845-988-0324
E-mail: CustomerSupport@TransTechBus.com



7 LAKE STATION ROAD

WARWICK, NY 10990

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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 CustomerSupport@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,

Customer Support
Transportation Collaborative Inc.



