



March 13, 2012

# **“SAFETY RECALL NOTICE”**

## **NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**

### **RECALL NO: 12V-100**

#### **Trans Tech Bus, TCI Recall #: 12V-100**

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.

Transportation Collaborative Inc has decided that certain TransTech Horizon Bus Models, manufactured on Ford E350 or E450 Econoline chassis, equipped with a fiberglass B-pillar cover, as supplied by TransTech Bus, fails to conform to the requirements of the Federal Motor Vehicle Safety Standard No. 210 *“Seat Belt Assembly Anchorages”*.

#### **What the safety concern is:**

In the event of a vehicle collision, the shoulder harness portion of the driver’s seatbelt could detach from the B-Pillar anchorage; this could result in personal injury to the operator.

There is no warning which would precede a seat attachment failure, physical inspection is required. All models indicated by this notice are presumed to be noncompliant with Federal Motor Vehicle Safety Standard No. 210 *“Seat Belt Assembly Anchorages”* and must be repaired.

We urge you to bring this vehicle in for servicing on its non-compliant components as soon as possible.



7 LAKE STATION ROAD

WARWICK, NY 10990

PHONE: (845) 988-2333



## **The Remedy:**

Transportation Collaborative Inc will be sending out Field Technicians to service your vehicle by alteration of the incorrect fiberglass component, then the vehicle will have a Torque Inspection to ensure proper specifications are met for all seat belt assemblies (as specified by the Torque reference in the Vehicle model year IVM).

The expected out of service time necessary to affect repairs is .75 hours per seat, however this may vary due to dealer service scheduling requirements.

## **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. 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 prepare our Field Technicians to go to your location and complete the repair procedure.

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](mailto:CustomerSupport@TransTechBus.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 [CustomerSupport@TransTechBus.com](mailto: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.



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