

22 May, 2012

>>Customer Name<<

>>Date<<

>>Adress<<

>>Country<<

SUBJECT: Instructions Labels' Locations

Ref: NHTSA # 12V-165

TEMSA Service Bulletin # TS35-U03

Attention Owner:

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

TEMSA GLOBAL (TEMSA) has decided that certain model year 2007-2012 TS35 buses may fail to conform to the requirements of Federal Motor Vehicle Safety Standard No.217 "Bus Emergency Exits and window retention and release". Emergency exit mechanism instruction labels may have been installed farther than 16 cm from the release mechanism. Please see the enclosed TEMSA Service Bulletin TS35-U03 for further information and remedy action.

In case of emergency, passengers may have to look farther than the ordinary distance to read the release mechanism instructions of the emergency exit window because of not properly placed instruction labels, increasing the risk of personal injury.

Temsa is conducting a recall to remedy Instructions labels' locations. The recall work will be provided at no cost to you.

Temsa records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

>>Units_Number<<

Temsa strongly urges you to have the recall work performed on your vehicle(s) as quickly as possible. You may contact TEMSA at 1-407-601-7801 if you have any questions about this recall campaign. Approximate repair time for each effected vehicle is 30 minutes.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact the Temsa at 1-407-601-7801 with all of the information you have regarding the current owner/operator of the vehicle(s). Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you believe that Temsa has failed or is unable to remedy the defect without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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TURHAN CEMAL BERIKER BULV,
NO:561
01323 ADANA, TURKEY

TEMSA GLOBAL

**TEMSA GLOBAL
SANAYİ VE TİCARET A.Ş**

We regret the inconvenience this may cause you, but urge you to implement the recall procedures with respect to your vehicle(s) as soon as possible for your added safety and satisfaction.

Sincerely,

Muhammet CAN
International Customer Services Manager

Enclosure : Service Bulletin # TS35-U03

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