



April 25, 2012

“SAFETY RECALL NOTICE”

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

RECALL NO: 12V-173

Trans Tech Bus, TCI Recall #: 12V-173

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 has decided to conduct a recall on behalf of the Braun Corporation (Equipment Manufacturer). The defect exists on certain Handicapped accessible School Buses, equipped with Braun Century 2 or Vista 2nd Generation Lift systems and manufactured between November 20, 2006 until September 10, 2010.

What the safety concern is:

During normal vehicle and equipment operation, the wheelchair lift platform, specifically the outer barrier can become defective, this defect manifests itself when the roll stop latches are no longer capable of restraining the roll stop to prevent wheelchair passengers from defeating or riding over the roll stop. This may be caused by ill maintenance related to damaged part replacement, or product misuse through high-energy wheelchair/scooter impacts.

The consequence of the defect is that the roll stop and latch parts may not operate properly or may become bent or misaligned through impact or continued use, and a wheelchair occupant may defeat or ride over the insufficiently latched roll stop. If this occurs when the lift platform is in and elevated position, the wheelchair/passenger may fall to the ground and sustain injury.

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



7 LAKE STATION ROAD

WARWICK, NY 10990

PHONE: (845) 988-2333



The Remedy:

The Braun Corporation will supply and install, free of charge, a stop latch retrofit kit.

What we are requesting you do:

You should contact your Braun Corporation dealer immediately to ascertain if your wheelchair lift serial number is one of the affected lifts and if so schedule a time to have the recall performed. The repairs should take approximately .5 hours, however, this may vary due to dealer service scheduling requirements. If you do not know who your Braun dealer is you may contact The Braun Corporation at 1-800-4888-0359 to find the nearest authorized Braun dealer or service center. An approved Braun Corporation service technician must perform the retrofit.

Address or ownership change:

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

If these repairs have already been made:

If repairs or modifications outlined by this notice have been performed 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**





If you have a complaint:

If you have difficulties getting your vehicle repaired in a reasonable time frame 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 and without charge, you may send your complaints to the Administrator, National Highway Traffic Safety Administration at 1200 New Jersey Avenue SE. Washington, 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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WARWICK, NY 10990

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RECALL REQUEST INFORMATION SHEET

PLEASE FAX REQUEST TO (845) 988-0324
OR MAIL TO 7 Lake Station Road, Warwick NY, 10990

WARRANTY/RECALL REPAIR REIMBURSEMENT REQUEST

End User Name	Address	City	State	Zip
Phone	FAX	E-Mail		
Vehicle Type:				
Body Job / Stock Number	VIN (all digits):	Odometer	Date of Request	
Customer Name:		Date of Manufacture		
Customer Address:		Date of Delivery		
City	State	Zip	Phone #	FAX

Description of Defect or Complaint, Cause and Correction Requested

