



July 22, 2013

# **“SAFETY RECALL NOTICE”**

**NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**

**RECALL NO: 13V-294**

## **Trans Tech Bus, TCI Recall #: 13V-294**

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 Handicapped accessible School Buses, equipped with Ricon Lift systems and manufactured between 2006 and 2012.

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

The defect involves FMVSS No. 571.403 *“Platform Lift Systems in Motor Vehicles”*. The location of the defect is the outboard end of the wheelchair lift platform. Specifically, the power lug that is present on the remote control for the lift may be unprotected and during operation has the possibility of coming into contact with the metal cord on the remote and causing a short circuit that may lead to fire.

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:**

The Ricon Corporation will supply and install, free of charge, a retrofit kit.

## **What we are requesting you do:**

Prepare your units for a repair procedure to ensure continued FMVSS compliance and vehicle operation.

## **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](mailto: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](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 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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# 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**





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