



September 30th, 2014

“IMPORTANT SAFETY RECALL NOTICE”
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
RECALL NO: 14V-628

Trans Tech Bus, TCI Recall #: 14V-628

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 that a defect which relates to motor vehicle safety exists in certain Handicapped accessible School Buses, equipped with Ricon Lift systems and manufactured between 2007 and 2014.

What the safety concern is:

The location of the defect is the outboard end of the wheelchair lift platform. Specifically, the platform pivot plate may fracture on the base platform leading to instability and injuries during operation.

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

What we are requesting you do:

Contact the Ricon Corporation for instructions and inspection procedures to help manage the pendant cord. The Ricon Corporation will supply a supplemental power lug elastomeric cover kit and installation instructions at no charge. It will be the responsibility of the lift owners to install the cover kit.

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.

