

February 18th, 2016

“IMPORTANT SAFETY RECALL”
(INTERIM NOTICE)
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
RECALL NO: 15V-384

Trans Tech Bus, TCI Recall #: 15V-384

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 has decided that a defect which relates to motor vehicle safety exists in certain Trans Tech Bus MY2012-MY2015 model Student Safety Transporter School Buses equipped with a 35C/23A passenger carrying capacity. Our records indicate that your vehicle falls within this production segment.

The purpose of this letter is to explain what the recall is about and to keep you informed of Trans Tech Bus’s implementation plan. Currently, Trans Tech Bus is awaiting the last stage of manufacturing and shipping of the recall components. We will send another notification when the remedy is available for end-users and dealers.

What the safety concern is:

Vehicle handling and drive-ability may be negatively affected during operation whenever a full loading scenario occurs. If the vehicle is loaded to the listed passenger capacity, the rear axle or tires may fail, increasing the risk of a crash.

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The Remedy:

The remedy for the overloading of the aforementioned components will be the replacement of the original equipment manufacturer (Chevrolet) Tires and Rims. Trans Tech Bus will include a repair procedure when final notifications are mailed. The included repair procedure will detail what components must be replaced and how to perform the operations.

What we are requesting you do:

We appreciate your patience while we prepare the recall remedy. In the meantime, it is imperative to not load the vehicle to its maximum rated carrying capacity. To reiterate, during the interim period before the remedy has been performed, Trans Tech Bus suggests that you do not operate the vehicle with more than 30 passengers. If the aforementioned is not possible, please contact Trans Tech Bus for further support.

You will receive a second notification letter when the remedy parts become available. For further updates on this recall, do not hesitate to contact Trans Tech Bus Customer Support, with the address and contact information listed at the end of this letter.

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, federal law required that you 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 inquiries, please contact the below address.

Customer Support / Warranty Administration
Trans Tech Bus, a division of Transportation Collaborative Inc.
7 Lake Station Road, Warwick New York 10990
Phone 845-988-0419 Fax 845-988-0324
E-mail: CustomerSupport@TransTechBus.com



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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
Trans Tech Bus (a division of Transportation Collaborative Inc.)



7 LAKE STATION ROAD

WARWICK, NY 10990

PHONE: (845) 988-2333