



7 Lake Station Road, Warwick, New York 10990

March 24th, 2016

“IMPORTANT SAFETY RECALL NOTICE”
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
RECALL NO: 16V-085

Trans Tech Bus, TCI Recall #: 16V-085

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.

Trans Tech Bus has found that certain Trans Tech Bus MY2012-MY2015 model Student Safety Transporter School Buses equipped with a 35C/23A passenger carrying capacity fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 571.222, "School Bus Passenger and Seating Protection."

What the safety concern is:

The driver's side front barrier can be positioned to far forward within the vehicle, and in the event of a crash may not meet forward deflection requirements. This failure can lead to injury to the passenger(s) or driver.

The Remedy:

Trans Tech bus will supply, free of charge, a retrofit kit including instructions for installation.



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What we are requesting you do:

Inspection for this recall is not necessary, as we believe all units with the aforementioned passenger capacities may be affected. If your vehicle has a different passenger capacity, please contact Trans Tech Bus Customer Support.

Adding the retrofit kit will resolve the recall. The retrofit kit provided by Trans Tech Bus will include (1) barrier reinforcement bracket, miscellaneous hardware, and detailed recall remedy instructions.

It is imperative that the first passenger seat behind the driver not be utilized until this recall has been remedied. In the event of an accident, this seat may not meet required rigidity and safety that compartmentalization offers other seats within the vehicle.

To contact Trans Tech Bus and obtain remedy kits, you may do any of the following actions;

- Call Customer Service at 845-988-2333 x208
- Send an e-mail to recall@transtechbus.com
- Fill out the included response card and mail back to Trans Tech Bus.

Please be sure to have the following information available for the most expedient service.

- Company Name
- Contact Name
- Contact Phone
- Contact Email Address (If different than sender's address)
- Mailing Address
- Shipping Address
- Body Number
- Vehicle Identification Number (VIN)

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 response card and the reimbursement form with a copy of the work order or invoice.



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If you have any questions:

Trans Tech Bus Customer Support/Warranty Department will be happy to assist you with any questions. For further information, please contact:

**Customer Support
Trans Tech Bus
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 customer support at 1-845-988-0419 or e-mail Trans Tech Bus 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.

Respectfully,

**Customer Support
Trans Tech Bus; a TCI Company**