



BYD COACH & BUS
46147 7th Street West
Lancaster, CA 93534
Office: 661.940.3250
Fax: 661.942.6740

IMPORTANT SAFETY RECALL NOTICE

July 22, 2019



Subject: Recall 19V-530 – Transpec Glass Hatches

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Special Manufacturing, Inc. (SMI) as BYD’s vendor has decided that a certain Transpec Glass Hatch manufactured between August 1, 2018 and February 22, 2019 may contain a defect in the edge of the glass that can result of failure of the tempered glass. If the tempered glass roof hatch shatters, glass fragments may fall onto passengers, increasing the risk of an injury.

Description of Defect

SMI has determined that some Transpec Glass Hatches may contain edge defects (chips) in the glass panels that have resulted from the manufacturing process. Hot/cold stress and vibration/shock can create stress concentrations at these edge defects that may result in fracture and failure of the tempered glass if edge damage in present.

Identifying Suspect Parts

Check the label on the bottom of the Transpec Glass Hatch p/n T28XX-XXX-XXX for dates between August 1, 2018 and February 22, 2019. Units build within this date rage are subject to the replacement campaign according to vendor. BYD checked all our delivered buses and located the 6 buses installed with these Transpec Glass Hatches. See the buses’ VIN below.

LC0KAH
LC0KAH
LC0KAH
LC0KAH
LC0KAH
LC0KAH

Remedy Program

Replacing the glass lid will resolve the defect. BYD technician will perform the job to get all involved glass lid replaced, free of charge. BYD already sent request to vendor to deliver all needed parts to Bay Area. Once we received the parts, our technician will reach out to

schedule for replacement of Transpec Glass Hatch lids. Removal and reinstallation of each Transpec glass hatch lid can be accomplished in 15 minutes.

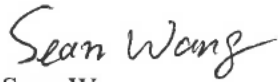
If you have any questions, you may contact BYD Customer Service at 1-661-940-3250.

If after having attempted to take advantage of this recall you believe you have not been able to have your unit remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., 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>.

Federal regulations require that any vehicle lessor receiving the recall notice must forward a copy of this notice to the vehicle lessee within ten days.

We apologize for any inconvenience caused by this issue, but safety is our first concern.

Sincerely,



Sean Wang
Customer Service Manager