



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 24, 2023

Mr. Travis Verhoff  
Titan Bus  
804 North Pratt Street  
OTTAWA, OH 45875

NEF-107DC  
23V-495

**Subject:** Warning Label Missing from Mirror/FMVSS 111

Dear Mr. Verhoff:

This letter serves to acknowledge Titan Bus's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TITAN BUS/DRW/2017-2021  
TITAN BUS/SRW/2017-2021

**Mfr's Report Date:** July 18, 2023

**NHTSA Campaign Number:** 23V-495

**Components:**

EQUIPMENT:OTHER:LABELS

**Potential Number of Units Affected:** 69

**Problem Description:**

Titan Bus is recalling certain 2017-2021 SRW and DRW school and multi-function school activity buses. The warning label may be missing from the Cross View Mirror. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

**Consequence:**

Without a warning label the driver may rely on the mirror to see the location of other vehicles, increasing the risk of a crash.

**Remedy:**

Titan Bus mailed the warning labels to owners, free of charge. Owner notification letters were mailed in May 2023. Owners may contact Titan Bus customer service at 1-419-523-3593.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

It is our understanding that notification to owners began on 5/11/2023, prior to our review of the owner notification letter. Should it become necessary for Titan Bus to do a renotification, the follow-up notification must be submitted to this office for review, and it must comply with the requirements of Part 577.5, "Notification pursuant to a manufacturer's decision" and Part 577.10, "Follow-up notification."

**Please ensure the following requirements are met:**

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Titan Bus's contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement