



7 Lake Station Road, Warwick, New York 10990

September 23, 2024,2024

“IMPORTANT SAFETY RECALL NOTICE”
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
RECALL NO: 24V-696

Attention TCI Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. No. 577.13, *“Notification to dealers and distributors”*.

Transportation Collaborative Inc on behalf of Lippert Components Company, has decided that on certain 2017- 2021 Model School Bus models equipped with Horizontal Hinged Egress Windows Part# 510175 fail to conform to Federal Motor Vehicle Safety Standard No. 571.220 “School bus rollover protection.”, more specifically the requirements of paragraph S4. (B) Emergency Exit operation. The affected population includes Horizontal Hinged Egress Windows Part# 510175 manufactured by Lippert Components Company and shipped between November 1st 2017 and January 2020.

There is a visible distinction between a compliant and non-compliant window, and there is prior warning which indicates a non-compliance exist. The Egress window will not open close smoothly and will get caught on the window latch catch plate. The exterior top corners of the window frame will be missing rivets. In the event of an accident, if defected, the emergency exit window located on the left or right side adjacent to the third-row seat may not meet the opening requirements when force is applied, as defined under S4 (b) of Federal Motor Vehicle Safety Standard 220, Rollover Protection. An emergency exit window that does not meet this requirement may increase the risk of injury to the passengers and/or driver.

There is no audible warning, however there is a visual and functional warning which would precede an event.

Upon receipt of this Recall Notice, Transtech Bus on behalf of Lippert Components requests that you provide notification of this Safety Recall, Recall Parts Request Form to your customer/ owner of the subjected vehicles.

To correct this condition, Trans Tech Bus / Lippert Components, will facilitate the repairs via your Dealer/ Service Agent or directly to your customer. Lippert / Trans Tech Bus will provide parts and a Service Repair Procedures “ TC2021-759 , which will provide instruction on how the repair



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must be conducted, to the servicing agent upon receipt of the completed Recall Parts Request Card “. The expected out of service time upon receipt of necessary parts to affect repairs is 10 minutes per Egress Window. Trans Tech Bus will reimburse the cost of repairs relating to this recall, including both parts and labor, at no cost to you the Dealer or to the vehicle owner. Parts for this recall are currently available from Trans Tech Bus / Lippert for shipment as receipt of this notice.

Transportation Collaborative Inc will affect repairs relating to this recall, at no cost to you or the vehicle owner, upon receipt of the response card.

Lippert Components Company

Customer Service Agent

Virginia Otegui

Customer relationship specialist Lippert Usine 073

Lippert Plant 073

[Phone : \(450\) 378-6722 #1303](tel:(450)378-6722) www.lippert.com
votegui@lci1.com

After September 25th, please contact Forest River LLC:

Forest River Bus, LLC

2367 Century Drive Goshen IN 46528

Company phone: (800) 348-7440

If repairs or modifications outlined by this notice have been preformed 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.

Also enclosed with this letter are copies of the information that will be sent to each customer. Should you have any vehicles in your stock that require the recall service work, please make certain that these vehicles are corrected. As per Federal Motor Vehicle Safety Standard No. 577.13 which states that it is a, “violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used (including tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied”.

If you have any questions about this recall, please call Transportation Collaborative Inc. Customer Service at 1-845-988-0440.



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Sincerely,

Customer Support
Trans Tech Bus; a TCI Company