



IMPORTANT SAFETY RECALL

This notice applies to your vehicle [REDACTED]

NHTSA Recall Number: 24V-211

Safety Recall Campaign # 24V-211 – Vehicle Capacity Weight and Seating Designations

Model Year / Vehicle Affected: 2018-2021 Titan Bus. Chevrolet CG33503 and 3500 Express Cutaway vehicles.

Dear Titan School Bus Owner.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Titan Bus has decided that certain 2018-2021 model year Titan Buses fail to conform to Federal Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims" and 49 CFR Part 567, "Certification.". Your vehicle is included in this Recall action.

What is the concern?

Certain 2018-2021 model year Titan Buses were manufactured without a Vehicle Capacity Weight and Seating Designations label. This label was inadvertently omitted during the vehicle assembly process. This condition results in a vehicle non-compliance, as it relates to Federal Motor Vehicle Regulations. There is no direct safety related concern as regarding a vehicle system performance or component failure. Titan Bus advises that due care regarding vehicle passenger loading, and tire operational pressure requirements as defined by the Vehicle Capacity Weight and Seating Designations label (enclosed with this letter).

What will Titan Bus and your Titan Bus retailer do?

Titan Bus is carrying out a recall of the vehicles mentioned above. Titan Bus will provide you, the vehicle owner, a Vehicle Capacity Weight, and Seating Designations label (enclosed with this letter) for installation on your vehicle.

There will be no charge for this repair.

What should you do?

Titan Bus is asking that you, the vehicle owner, install the requisite label (enclosed with this letter), in accordance with the enclosed Technical Service Bulletin (TSB #241004), or deliver your vehicle and the Vehicle Capacity Weight and Seating Designations label to an authorized Titan Bus retailer, who will install the label onto your vehicle.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately ten (10) minutes to complete, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

Attention Leasing Agencies:

Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

Moved or no longer own a Titan bus?

If you are no longer the owner of this vehicle, Titan Bus would appreciate the name and address of the new owner (if known); please forward this notice to the new owner and provide the new owner's address to us at Joev@verhoff.com

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your local Titan Bus retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Titan Bus Customer Service Center at 419-596-3202, and one of our representatives will be happy to help you.

Should you have need to contact Titan Bus by mail, please use the following address:

Titan Bus, LLC
ATTN: Customer Service
7300 Road 18
Continental, Ohio 45831

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, SW, Washington, DC 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 again for selecting Titan Bus, your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Titan Bus, in cooperation with your authorized Titan Bus retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,

Customer Service Manager

Enclosures:

Vehicle Capacity Weight and Seating Designations Label
Technical Service Bulletin TSB #241004



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