



7 Lake Station Road, Warwick, New York 10990

September 23, 2024

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

TransTech Bus, TCI Recall #: 24V-696

«AddressBlock»

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Trans Tech Bus has decided that on certain 2018- 2021 SST, SSTFLR, CST and CSTFLR School Buses fail to conform to Federal Motor Vehicle Safety Standard No. 571.220 "School bus rollover protection.". The affected school bus models are equipped with Horizontal Hinged Egress Windows Part# 510175 and 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.

What the safety concern is:

There is no visible distinction between a compliant and non-compliant window, and there is prior warning which indicates a non-compliance exists. The Egress window will not open close smoothly and will get caught on the window latch catch plate. In the event of an accident, if defected, the emergency exit window located on the left or right side adjacent to the third-row



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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.

The Remedy:

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 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. After performing an inspection and verifying that the Egress Window(s) are missing the upper window frame rivets. The repair consists of installing 2 rivets to each window assembly as instructed by the supplied repair procedure.

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.

What we are requesting you do:

We are requesting that you inspect and verify that the Egress Window(s) are missing the upper window frame rivets You can also contact TransTech Bus customer support for assistance, Lippert Customer Service and Forest River Inc. Customer Service.

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 prepaid response card and the reimbursement form included with this letter with a copy of the work order or invoice to HSM Solutions and or Transportation Collaborative Inc for reimbursement.

If you have any questions:

Transportation Collaborative Inc. customer service/warranty department will be happy to assist you with any questions.



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For further information, please contact:

**Customer Support
Transportation Collaborative Inc.
Warranty Department
7 Lake Station Road
Warwick, New York 10990
Phone: 845-988-2333
Fax: 845-988-0324**

Email: customersupport@transtechbus.com

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 you have a complaint:

If you have difficulties getting your vehicle repaired in a reasonable time frame and without charge, please contact Transportation Collaborative Inc. customer service at 1-845-988-0419 or email TransTech Bus at customersupport@transtechbus.com for further assistance. Representatives are available Monday through 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.



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Sincerely,

Customer Support
TransTech Bus; a TCI Company