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10/7/2013

Dear Dealer

This notification is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Trans/Air Manufacturing has decided that an installation related nonconformance, which relates to motor vehicle safety, may exist in a number of Trans/Air Ford 5.4L / 6.8L compressor mount kits installed between 6/1/2010 and 6/15/2013. The mounts in question are installed in Ford cut-away type commercial buses.

Trans/Air is instituting a mandatory safety corrective action for this product, which includes an inspection to verify the alternator harness is not pinched between the compressor mount bracket and a heater hose spring clamp. This program will be implemented through Trans/Air's worldwide network of Service Centers. Registered end users will be notified by Trans/Air, and will be encouraged to schedule an appointment with their local authorized Trans/Air Service Center to have this corrective action completed.

As a Dealer, we are soliciting your cooperation and support in the implementation of this program. Specific items, which will require corrective measures and information pertaining to compensation, are detailed in the attached Service Bulletin # 13-002. Upon your review of this bulletin, if you have any questions or comments, please do not hesitate to contact the Trans/Air Warranty Department at 1-800-673-2446.

We are asking for your assistance in locating the end users. A portion of vehicles registered in our database do not have a dealer or end user registered. Your help in locating dealer or end user information is greatly appreciated.

We thank you for your participation and your efforts in making this program a success.

Sincerely,

Jeff Kochenour
Warranty Manager

Enc: Service Bulletin #13-002