

July 09 , 2013

>>Customer Name<<
>>Date<<
>>Adress<<
>>Country<<**SUBJECT: Seats may come loose**
Ref: NHTSA # 13V-250
TEMSA Service Bulletin # TS-S37

Attention Owner:

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

Temsa Global has decided that a defect which relates to motor vehicle safety exists in certain model year 2011-2013 TS35C and model year 2012-2013 TS30 motorcoaches. The bolts used for the installation of the seat were tightened over their torque specification which may cause the bolts to fail. In the event of a crash, the bolts may break, failing to properly anchor the seat, increasing the risk of injury. Please see the enclosed TEMSA Technical Service Bulletin TS-S37 for further information and remedy action.

Temsa is conducting a recall to remedy the bolts and nuts that are used for the seat installation. The recall work will be provided at no cost to you. Temsa records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

>>Units_Number<<

Temsa strongly urges you to have the recall work performed on your vehicle(s) as quickly as possible. You may contact CH Bus Sales at 407-271-8935 if you have any questions about this recall campaign. Approximate repair time for each affected vehicle is given in the Technical Service Bulletin TS-S37.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact CH Bus Sales at 407-271-8935 with all of the information you have regarding the current owner/operator of the vehicle(s).

Federal law requires any lessor who receives a notification of a determination of a safety related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

After contacting your dealer, if you are still not able to have the defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington DC. 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

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TEM SA GLOBAL
SANAYİ VE TİCARET A.Ş

We regret the inconvenience this may cause you, but urge you to implement the recall procedures with respect to your vehicle(s) as soon as possible for your added safety and satisfaction.

Sincerely,

Muhammet CAN
International Customer Services Manager

Enclosure : Service Bulletin # TS-S37

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