

November 13th, 2014

>>Customer Name<<

>>Date<<

>>Adress<<

>>Country<<

SUBJECT: Emergency exit labels on the roof exit

Ref: NHTSA # 14V-388

TEMSA Service Bulletin # TS-S75

Attention Owner:

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

Temsa Global Sanayi Ve Ticaret A.S. (Temsa) is recalling certain model year 2012-2014 TS30 motorcoaches and 2007-2014 TS35C motorcoaches. The emergency roof labels do not have adequate instructions for exiting the bus in the event of an emergency. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 217, "Bus Emergency Exits and Window Retention and Release. In the event of an emergency, passengers may spend extra time trying to get the roof exit open, increasing the risk of injury. Please see the enclosed TEMSA Technical Service Bulletin TS-S75 for further information and remedy action.

Temsa is conducting a recall to remedy emergency roof exit labels. 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-S75.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact CH Bus Sales at 407-271-8935.

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 noncompliance 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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TEMSA 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,

Osman DÜNDAR
R&D Manager

Enclosure : Service Bulletin # TS-S75

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