



7 Lake Station Road, Warwick, New York 10990

May 18th, 2020

“IMPORTANT SAFETY RECALL NOTICE”
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
RECALL NO: 20V-196

TransTech Bus, TCI Recall #: 20V-196

Customer Name

Address

VIN:

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

TransTech Bus has decided to conduct a recall on the behalf of General Motors LLC.

The processing of this recall will be performed solely by General Motors LLC and their Dealerships.

What the safety concern is:

According to General Motors LLC Recall: N192264500 the Safety Field Action Decision Authority (SFADA) has determined that certain 2019 model year vehicles built on GMC Sierra and Chevrolet Express Chassis' may fail to conform to S7.3 of the Federal Motor Vehicle Safety Standard (FMVSS) 208, occupant crash protection. In these vehicles, the seatbelt – unfastened telltale will not illuminate for approximately five seconds after the ignition is moved to the on or start position. There is no impact to the vehicle's seatbelt systems, and the telltale will function normally after the five-second delay. A safety risk occurs during the five-second delay, the telltale will not alert the driver that the driver's seatbelt is unbuckled, however there is no delay in the activation of the seat belt warning chimes. General Motors LLC has identified an error in the programming of the instrument panel cluster (IPC).



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The Remedy:

To remedy the defect GMC / Chevrolet Dealerships will perform a software calibration(reprogram) to the instrument panel cluster (IPC).

What we are requesting you do:

Contact your local GMC / Chevrolet Dealer to schedule an appointment to have the software calibration performed at no cost to you. The estimated time of repair is 35 minutes, according to General Motors. However, the dealership may need to keep your vehicle for longer than the actual inspection time to fit into their regular service schedule.

If you require assistance locating a dealer or have concerns your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

GMC	866-996-9463
Chevrolet	800-630-2438

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 NHTSA Recall No: 19V-644 has already been performed no further action is required.



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If you have a complaint:

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.

Sincerely,

Customer Support
TransTech Bus; a TCI Company
7 Lake Station Road
Warwick, New York 10990
Phone: 855-988-2333
Fax: 845-988-0324
Email: customersupport@transtechbus.com