

TEMSA ULAŞIM ARAÇLARI
SANAYİ VE TİCARET A.Ş.

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Mersis No: 0838004674900010
Yüregir V.D / 8380046749



December 24th, 2019

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) [«VIN»]

>>Customer Name<<
>>Date<<
>>Adress<<
>>Country<<

SUBJECT: Improperly Installed Floor Hatches

Ref: NHTSA 19V836

Attention Owner,

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

Temsa Ulaşım Araçları Sanayi ve Ticaret A.S. (Temsa) is recalling certain model year 2020 TS45 motorcoaches manufactured between June 2019 and August 2019. Some of the floor hatches on the aisle may have excessive indentation which could lead to the risk of injury.

Temsa is conducting a recall with a service bulletin; the assembly of floor hatches will be revised and the installation will be corrected. The recall work will be provided at no cost to you. Temsa estimates that it will take 3 hours to inspect and repair each affected vehicle. 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 Temsa North America, Inc. at +1 833 628 36 72 if you have any questions about this recall campaign.

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 Temsa North America, Inc. at +1 833 628 36 72.

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If you have sold or otherwise transferred the vehicle(s) identified above, please contact Temsa North America, Inc. at +1 833 628 36 72 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 Temsa North America, Inc., 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).

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,

İbrahim Eserce
Chief Technology Officer

Osman Dundar
R&D Manager