



June 26, 2008

[Click [here](#) and type Name]
[Click [here](#) and type Company]
[Click [here](#) and type Address]
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Subject: Pre Recall Notification PLC System Component

Dear [Click [here](#) and type recipient's name]:

New Flyer has been notified by Parker-Vansco, New Flyer's supplier of PLC components, that a certain batch of VMM1210 programmable logic control modules has been impacted by a manufacturing defect. These affected modules exist in a limited number of New Flyer buses that have been shipped to customers within the last two months. You are receiving this notice because our records indicate that you are the owner of an affected vehicle. Please note however, that not all buses delivered to customers within this two-month period are impacted. Attached to this letter is a list of your buses that contain affected modules.

Vansco has advised that there is a possibility that this manufacturing defect could produce erratic behavior of certain of the input/output signals to and from the affected module. This erratic behavior could potentially impact certain functions controlled by the VMM1210 modules such as the headlights, brake lights, throttle control, control of the articulated joint, etc.

Although the failure rate of the affected modules has been relatively small, New Flyer recommends that, effective immediately, all buses containing affected modules be removed from revenue service and not operated until these modules have been replaced.

Of the 2,940 affected modules in the impacted batch of modules manufactured by Vansco, only 30 modules have failed and such failures have only occurred either within the Vansco factory or within the New Flyer factory. Three buses have experienced transmission shift problems in the field, and these occurrences are being investigated to determine if they were caused by an affected module.

All buses currently at New Flyer's factories that contained the affected modules have had such modules replaced. The focus of this notification is therefore only on buses containing affected modules that are currently in the field or in transit to New Flyer's customers.

New Flyer and Vansco are working closely with one another to immediately begin a replacement campaign of the affected modules. We anticipate that all modules that are part of this identified batch that are on customers' buses will be replaced within the next two weeks. Representatives from the New Flyer Service Organization have or will be in contact with you to determine the optimum resource planning for your affected buses, and will try their utmost to minimize the impact of this campaign on your operations.

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Please note that formal recall notifications will be submitted to NHTSA and Transport Canada. New Flyer will notify you of any further developments regarding this issue should such developments impact your affected buses. We are very appreciative of your understanding and patience in this matter and regret any inconvenience that this may have caused you. Should you have any questions or comments, please contact the undersigned at (204) 982-8409, or contact Mr. Kerry Legg, our Manager of Safety and Compliance, at (204) 934-4876.

Yours truly,
NEW FLYER INDUSTRIES CANADA ULC
NEW FLYER OF AMERICA INC.

By: Hans Peper
Executive Vice President, Customer Service

Enclosure: Listing of effected vehicles.

cc: <RPSM>, Cliff Murray, Don Bean, Scott Halbesma, Todd Sutherland, Kerry Legg

| SR | DESCRIPTION | FLEET_NO | VIN |
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