



Date
Addressee
Address1
Address2
Address3

**Subject: 08V-296 – Vansco 1210 PLC Control Modules
Component Replacement – Defective Control Modules.**

Dear **Addressee**,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. New Flyer Industries has decided that a defect which relates to motor vehicle safety exists in certain transit buses manufactured by New Flyer, that are equipped with Parker Hannifin (Vansco) 1210 Control Modules. This safety recall was initiated based on information provided by Parker Hannifin Corporation, Electronic Controls Division.

The effected air dryers were built and shipped from Parker Hannifin to New Flyer during the time period from April 2008 to June 2008, and have a component serial number range of **094551-023862 to 094551-027773**.

Failure modes may include non-function, intermittent function or continuous and/or unintentional function of PLC controlled sub-systems. Failure of the module to properly control the vehicle sub-systems could result in vehicle crash, injury or death.

Customers are requested to remove the specifically identified vehicles (see attached listing) from revenue service until the retrofit can be conducted by New Flyer personnel to replace these suspect modules. Retrofit action to address this issue is expected to be completed in early July of 2008.

For information on coordinating efforts to complete this recall in a timely manner, please contact your Regional Product Support Manager, **RPSM** or New Flyer Customer Services at (204) 934-4874.

If you are a leaser of vehicles which are affected, it is required that any vehicle leaser receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

**Headquarters/
Winnipeg Facility**

711 Kernaghan Ave.
Winnipeg, Manitoba
R3C 3T4 Canada

Ph: (204) 224-1251
Fx: (204) 224-0551
e-mail: bussales@newflyer.com

**Customer
Services**

25 DeBaets St.
Winnipeg, Manitoba
R2J 4G5 Canada

Ph: (204) 982-8400

**New Jersey Service
Support Center**

808 Garfield Ave.
Jersey City, New Jersey
07305-4423 USA

Ph: (201) 369-1200
Fx: (201) 369-0345

**New Product
Development**

Unit 7, 45 Beghin Ave.
Winnipeg, Manitoba
R2J 4B9 Canada

Ph: (204) 982-8413
Fx: (204) 654-4941

**Crookston
Facility**

214 5th Ave. SW
Crookston, Minnesota
56716 USA

Ph: (218) 281-5752
Fx: (218) 281-5672

**St. Cloud
Facility**

6200 Glenn Carlson Dr.
St. Cloud, Minnesota
56301 USA

Ph: (320) 203-0576
Fx: (320) 203-0584

This recall is to be performed without cost to you. This recall is being managed by New Flyer and all labor associated with this corrective action is to be filed as a Warranty Claim to the New Flyer Warranty Department referencing the recall code.

If you had this corrective action 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.

We regret any inconvenience which this action may cause you. However, we are concerned about your safety and the safety of your passengers. If New Flyer is unable to correct this defect within a reasonable time, you may submit a written complaint to the:

Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE,
Washington, DC, 20590,
Or call 1-888-327-4236 (TTY: 1-800-424-9153);
or go to
<http://www.safercar.gov>.

Please Note: Campaigns conducted to replace the effected modules are mostly complete at the time this letter was issued, please contact your Regional Manager for an update.

Thank you for your attention to this important matter.

Sincerely,

Kerry Legg
Safety & Compliance Manager
Customer Services Head Office

cc: **RPSM**, Hans Peper, Cliff Murray, Don Bean, Scott Halbesma, Todd Sutherland

SR	Description	Fleet No.	VIN

