



U.S. Department
of Transportation

1200 New Jersey Avenue, SE
Washington, DC 20590

**National Highway
Traffic Safety
Administration**

October 18, 2011

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Rob Froelich
Engineering
Glaval Bus
914 County Road 1 North
Elkhart, In 46514

NVS-215jin

Dear Mr. Froelich:

The Office of Defects Investigation has identified six Glaval Bus recalls with an inadequate number of vehicles being returned for remedy. As such, Glaval Bus is requested, pursuant to 49 U.S.C. 30165, 30166, and 30119, to renotify owners involved in the following safety recalls:

09V-212 (58% completion rate) This recall involves 13 MY 2008 through 2009 transit buses equipped with Carrier K410 rooftop mounted condensers. Owner notification began on July 14, 2009. In Glaval Bus's eighth reporting quarter, Glaval Bus reports that of the 45 vehicles involved, 19 have not been remedied.

09V-402 (38% completion rate) This recall involves 24 MY 2008 and 2009 transit buses equipped with Carrier K410 rooftop condensers. Owner notification began on October 28, 2009. In Glaval Bus's eighth reporting quarter, Glaval Bus reports that of the 24 vehicles involved, 15 have not been remedied.

09V-421 (47% completion rate) This recall involves 161 MY 2001 through 2009 transit buses equipped with Luminator horizontal LED side destination signs. Owner notification began on November 10, 2009. In Glaval Bus's seventh reporting quarter, Glaval Bus reports that of the 161 vehicles involved, 83 have not been remedied.

09V-423 (0% completion rate) This recall involves 4 MY 2009 Apollo transit buses equipped with Trans/Air air conditioning units. Owner notification began on November 10, 2009. In Glaval Bus's seventh reporting quarter, Glaval Bus reports that of the 4 vehicles involved, none have been remedied.

10V-143 (13% completion rate) This recall involves 302 MY 2006 through 2010 transit buses equipped with Ricon wheelchair lifts. Owner notification began on April 26, 2010. In Glaval Bus's fifth reporting quarter, Glaval Bus reports that of the 302 vehicles involved, 264 have not been remedied.

10V-144 (19% completion rate) This recall involves 132 MY 2007 through 2010 transit buses equipped with Ricon wheelchair lifts. Owner notification began on April 26, 2010. In Glaval Bus's fifth reporting quarter, Glaval Bus reports that of the 132 vehicles involved, 106 have not been remedied.

Glaval Bus should conduct the owner renotification in accordance with the guidelines listed below.

- Before conducting each owner renotification, Glaval Bus should obtain an updated owner list, for each recall campaign, based on current state motor vehicle registration records.
- Glaval Bus's proposed owner renotification letter for each recall must meet the requirements of 49 CFR Part 577.10, "Follow-up Notification," and must be submitted to NHTSA for review before owner renotification begins. Part 577.10(e)(1) specifically requires that the renotification letter be identified as a "... follow-up to an earlier communication."
- In addition to the six quarterly status reports required under 49 CFR Part 573.6, "Quarterly Reports," Glaval Bus is requested to file three additional quarterly status reports for each recall.
- Furnish, individually for each recall, a proposed schedule for conducting the owner renotification that includes the following information:
 - a. the date on which the search of current state motor vehicle registration records will be initiated in order to update the original owner list;
 - b. the approximate date on which the revised owner list will be available to initiate owner renotification;
 - c. the approximate date on which the owner renotification will begin; and
 - d. the approximate date on which the owner renotification will be completed (if the owner renotification is to be staggered, give the beginning and ending owner renotification date for each segment).

Glaval Bus's renotification schedules and a draft of each proposed owner renotification letter must be submitted to this office by November 7, 2011.

If you have any questions concerning this matter, please contact Josh Neff at (202) 366-0698, Joshua.Neff@dot.gov or Kelly Schuler at (202) 366-5227, Kelly.Schuler@dot.gov or by fax at (202) 366-7882.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Willard". The signature is fluid and cursive, with a large loop at the end.

Ric Willard
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement