



XX September 2009

[Click [here](#) and type Name]

[Click [here](#) and type Company]

[Click [here](#) and type Address]

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Subject: **Safety Recall 09V-XXX – Luminator Horizon LED Destination Signs
PWA circuit board, connector and harness condition.**

Dear [Click [here](#) and type Name],

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. New Flyer Industries Canada ULC and New Flyer of America Inc. (together "New Flyer") has decided that a defect which relates to motor vehicle safety exists in certain low floor transit buses manufactured by New Flyer, that are equipped with Luminator Horizon LED Destination Signs. This safety recall was initiated based on information provided by Luminator Holding, LP ("Luminator").

Corrosion on the PWA connector pins may result in premature product failure. Corrosion may potentially form in a high humidity environment or where moisture is present. This corrosion raises the potential of pin shorting resulting in component failure. Failures may also result in smoke and fire.

The effected destination sign systems were built and shipped from Luminator to New Flyer during the time period from 2001 through 2009. It has been determined that the defective components have been installed on the following New Flyer vehicles, which were sold to [Click [here](#) and type Name]:

Make: New Flyer Transit Vehicle
Model:
VIN Range (last 6 digits): XXXXXX to XXXXXX.

The defect has been described by Luminator, in the documentation associated with equipment recall **09E-054**.

A corrective action for this defect is described in the attached Instruction to Service. Luminator has field service personnel available to assist transit authorities if required in making the necessary modifications.

**Headquarters/
Winnipeg Facility**
711 Kernaghan Ave.
Winnipeg, Manitoba
R2C 3T4 Canada
Ph: (204) 224-1251

**Customer
Services**
25 DeBaets St.
Winnipeg, Manitoba
R2J 4G5 Canada
Ph: (204) 982-8400

**New Product
Development**
Unit 7, 45 Beghin Ave.
Winnipeg, Manitoba
R2J 4B9 Canada
Ph: (204) 982-8413

**Crookston
Facility**
214 5th Ave. SW
Crookston, Minnesota
56716 USA
Ph: (218) 281-5752

**St. Cloud
Facility**
6200 Glenn Carlson Dr.
St. Cloud, Minnesota
56301 USA
Ph: (320) 203-0576

www.newflyer.com

Please contact the following Luminator service personnel for materials and technical assistance:

Material Requests

Allison Brett

abrett@luminatorusa.com

(972) 516-3074

Technical Issues

Tom Zagaruyka

tzagarukya@luminatorusa.com

(972) 516-3021

For information on coordinating efforts to complete this recall in a timely manner, please contact your Regional Product Support Manager, [Click **here** and type Name] or New Flyer Customer Services at (204) 934-4876.

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.

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 Luminator and New Flyer are 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>.

Thank you for your attention to this important matter.

Sincerely,

NEW FLYER OF AMERICA INC.

NEW FLYER INDUSTRIES CANADA ULC

By: Kerry Legg
Vehicle Safety & Regulatory Compliance Manager
Customer Services Head Office
(204) 934-4876

cc: Hans Peper, Executive VP Customer Services – New Flyer
[Click **here** and type Name], Regional Product Support Manager – New Flyer