U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 7, 2010

MR. MATT POLLARD
DESIGN ENGINEER
GLAVAL BUS DIVISION
914 COUNTY ROAD #1
ELKHART, IN 46515

NVS-215kjs
10V-608

SUBJECT: INOPERABLE REAR HAZARD FLASHERS

DEAR MR. POLLARD:

This letter serves to acknowledge Glaval Bus Division's (Glaval) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety noncompliance with Federal Motor Vehicle Safety Standard No. 108, "Lamps, reflective Devices, and other Associated Equipment," for which a safety recall campaign will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
GLAVAL/ENTOURAGE/2009-2011

NHTSA Campaign Number: 10V-608 **Mfg's Report Date:** November 9, 2010

Components: EXTERIOR LIGHTING: HAZARD FLASHING WARNING LIGHTS

Potential Number of Units Affected: 94

Summary:
GLAVAL IS RECALLING CERTAIN MODEL YEAR 2009 THROUGH 2011 ENTOURAGE TRANSIT BUSES MANUFACTURED FROM NOVEMBER 2009 THROUGH NOVEMBER 1, 2010. THE REAR HAZARD FLASHERS DO NOT OPERATE PROPERLY WHICH FAILS TO CONFORM TO THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 108, "LAMPS, REFLECTIVE DEVICES, AND OTHER ASSOCIATED EQUIPMENT.

Consequence:
THE REAR HAZARD FLASHERS WILL NOT FUNCTION IF THE KEY IS IN THE IGNITION INCREASING THE RISK OF A CRASH IF THE BUS IS INCAPACITATED.

Remedy:
GLAVAL WILL NOTIFY OWNERS AND REPAIR THE BUSES FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING DECEMBER 2010. OWNERS MAY CONTACT GLAVAL AT 1-574-262-2212.

Notes:
CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO HTTP://WWW.SAFERCAR.GOV.

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

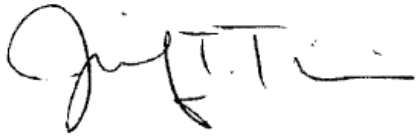
The information in your noncompliance report appears to satisfy the requirements of 49 CFR 573.6.

> You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for the successful completion of this recall campaign. Sincerely,

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement