



19 July 2010

VIA EMAIL

(Company)
(Address 1)
(Address 2)

Subject: Pre-Recall Notification – Grab Strap Handles

To whom it may concern:

New Flyer Industries Canada ULC and New Flyer of America Inc. (together "New Flyer"), is informing **(Company)** of a safety related condition which requires immediate attention.

New Flyer has declared recall on the passenger grab strap handles installed on the following buses:

These components are the subject of a pending recall action and a formal recall notification letter will be sent to you shortly. We request that in the interim you consider removing these straps from the effected buses (leaving the collar in place on the stanchion) until such time as new product can be shipped to you for installation.

For further information and updates on the recall action, please contact your Regional Product Support Manager, **(RPSM)**.

Thank you

Sincerely,
NEW FLYER OF AMERICA INC.
NEW FLYER INDUSTRIES CANADA ULC

By: Kerry Legg
Vehicle Safety & Regulatory Compliance Manager
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cc: **(RPSM)** Regional Product Support Manager
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