



10 March 2010

Mona Babauta
City of Santa Rosa Transit
55 Stony Point Rd.
Santa Rosa, CA 95401-4499

Subject: **Safety Recall 10V-090 – New Flyer & American Seating
Q'Straint MAX mobility device on Insight transverse flip-up seating.**

Dear Ms. Babauta,

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 Q'Straint MAX mobility devices used on Insight transverse flip-up seating. This safety recall was initiated based on information provided by American Seating Co.

The effected mobility device securement system has been determined to have been installed on the following New Flyer vehicles, which were sold to City of Santa Rosa Transit:

Make:	New Flyer Transit Vehicle
Model:	GE40LFR (SR1327)
VIN Range (last 6 digits):	035564 to 035567.

American Seating has determined that there is possibility that the remote release belts used on the Insight transverse flip up seats to restrain mobility devices may not properly lock up. As result, when these belts are extended and attached to mobility device they may not lock and restrain the mobility device when the bus decelerates. This may cause the mobility device to roll forward until the full length of the webbing is extended. Failures may result in passenger injury or death.

American Seating has determined that the corrective action requires the replacement of the existing Q'Straint MAX belt assembly with QRT Deluxe belt assembly. American Seating has estimated that they will be on site the second week of March to conduct the corrective action.

The defect has been described by American Seating, in the documentation associated with equipment recall **09E-065**.

**Headquarters/
Winnipeg Facility**

711 Kernaghan Avenue
Winnipeg, Manitoba
R2C 3T4 Canada

Ph: (204) 224-1251
E: bussales@newflyer.com

**Customer
Services**

25 DeBaets Street
Winnipeg, Manitoba
R2J 4G5 Canada

Ph: (204) 982-8400

**New Product
Development**

Unit 7, 45 Beghin Avenue
Winnipeg, Manitoba
R2J 4B9 Canada

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

**Crookston
Facility**

214 5th Avenue SW
Crookston, Minnesota
56716 USA

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

**St. Cloud
Facility**

6200 Glenn Carlson Drive
St. Cloud, Minnesota
56301 USA

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

www.newflyer.com

For information on coordinating efforts to complete this recall in a timely manner, please contact your Regional Product Support Manager, Bobby Anderson 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 American Seating 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
Bobby Anderson, Regional Product Support Manager – New Flyer