



<Date>

VIA Express MAIL

<Name>

<Company>

<Address>

<Address>

Subject: **Recall 10V-XXX – Passenger Assist Grab Strap Handles**

Dear <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”) have decided that a defect which relates to motor vehicle safety exists in certain New Flyer transit vehicles. Further investigation has revealed that the following vehicles, operated by <Company> are affected:

Make: New Flyer Transit Vehicle

Model: <Model>

VIN Range (last 6 digits): XXXXXX to XXXXXX.

New Flyer has determined that certain models of bus have passenger assist grab strap handles which have experienced multiple failures in the field.

Failure of a passenger assist grab strap handle could result in passenger injury or death.

New Flyer proposes to replace the existing passenger assist grab strap handles with improved product on the affected vehicles.

We regret any inconvenience which this action may cause you, however, we are concerned about your safety and the safety of your passengers. Attached is a copy of the Instruction to Service (ITSXXXX) which contains the specific instruction on how to complete this modification. For information or assistance with regards to this defect, contact either your Regional Product Support Manager <RPSM>, or New Flyer Customer Services at (204) 934-4874.

If you no longer own this vehicle, please inform us when you call.

Federal regulations require that any vehicle leaser receiving this notice, must forward a copy of this notice to the person leasing the vehicle within ten days.

This recall is being managed by New Flyer. Parts and labor required to accomplish the recall in accordance with the attached instructions will be provided at no cost. The replacement of the passenger assist grab strap handles should take approximately 0.5 hours per vehicle to complete.

If you had this repair 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. For more information please contact the New Flyer Warranty Department at (204) 934-4803.

**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

If we fail, or we are unable to remedy this defect without charge and 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 the toll-free Vehicle Safety Hotline at 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: <RPSM> – Regional Product Support Manager
Hans Peper – Executive Vice President Customer Services.

Attachment: ITSXXXX