



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 19, 2011

MR. KERRY LEGG  
SAFETY COMPLIANCE MANAGER  
NEW FLYER INDUSTRIES CANADA ULC  
NEW FLYER OF AMERICA INC.  
25 DEBAETS ST. WINNIPEG  
MB CANADA R2J 4G5

NVS-215dgl  
11V-237

**SUBJECT: DOOR PANELS/TEETER LEVER ASSEMBLY**

DEAR MR. LEGG:

This letter serves to acknowledge New Flyer of America Inc's (New Flyer) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which 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:**

NEW FLYER/C35LFR/2009  
NEW FLYER/C40LFR/2007-2010  
NEW FLYER/C40LF/2008  
NEW FLYER/D35LF/2010  
NEW FLYER/D35LFR/2007  
NEW FLYER/D35LFR/2009-2010  
NEW FLYER/D40LF/2007-2008  
NEW FLYER/D40LFR/2007-2010  
NEW FLYER/DE35LFR/2011  
NEW FLYER/DE40LFR/2010

**NHTSA Campaign Number:** 11V-237

**Mfg's Report Date:** April 12, 2011

**Components:** LATCHES/LOCKS/LINKAGES: DOOR: LATCH

**Potential Number of Units Affected:** 1123

**Summary:**

NEW FLYER IS RECALLING CERTAIN MODEL YEAR 2007-2011 LOW FLOOR TRANSIT BUSES PRODUCED FROM MAY 24, 2007, THROUGH MARCH 1, 2011 AND EQUIPPED WITH TEETER LEVER ASSEMBLIES. THERE IS INSUFFICIENT ENGAGEMENT BETWEEN THE TEETER LEVER BASE AND THE CAM PLATE.

**Consequence:**

FAILURE OF THE TEETER LEVER ASSEMBLY WILL CAUSE THE REAR SIDE EXIT DOOR TO OPERATE IMPROPERLY. A PASSENGER LEANING ON OR FORCED AGAINST THE DOOR COULD FALL THROUGH THE DOOR AND SUSTAIN INJURIES.

**Remedy:**

NEW FLYER IS WORKING WITH THE MANUFACTURER OF THE TEETER LEVER ASSEMBLIES, VAPOR BUS, TO REPAIR THE AFFECTED BUSES FREE OF CHARGE. PLEASE SEE VAPOR BUS DEFECT REPORT 11E-010. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT VAPOR BUS AT 1-847-777-6450 OR NEW FLYER CUSTOMER SERVICES AT 1-204-934-4874.

**Notes:**

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-423 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available.

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 Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

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