



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 9, 2011

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

NVS-215kjs  
11V-402

**SUBJECT: FIRE SUPPRESSION DISCHARGE NOZZLES**

**DEAR MR. POLLARD:**

This letter serves to acknowledge Glaval Bus Division's (Glaval Bus) 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:**

GLAVAL/TITAN II/2010-2011  
GLAVAL/UNIVERSAL/2010-2011

**NHTSA Campaign Number:** 11V-402

**Mfg's Report Date:** July 28, 2011

**Components:** EQUIPMENT

**Potential Number of Units Affected:** 39

**Summary:**

GLAVAL BUS IS RECALLING CERTAIN MODEL YEAR 2010 AND 2011 TITAN II AND UNIVERSAL TRANSIT BUSES MANUFACTURED FROM APRIL 1, 2010, THROUGH JULY 1, 2011. ONE OF THE FIRE SUPPRESSION DISCHARGE NOZZLES WAS INCORRECTLY PLACED IN THE DRIVER'S STATION.

**Consequence:**

IN THE EVENT OF A SYSTEM DISCHARGE, A SIGNIFICANT CLOUD OF POWDER COULD BE RELEASED INTO THE DRIVER'S COMPARTMENT POSSIBLY OBSTRUCTING THE DRIVER'S VIEW INCREASING THE RISK OF A CRASH.

**Remedy:**

GLAVAL BUS WILL NOTIFY OWNERS AND THE BUSES WILL BE REPAIRED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT AUGUST 15, 2011. OWNERS SHOULD CONTACT GETAWAY MARKETING, INC. AT 1-941-747-5486 EXT. 221 OR GLAVAL BUS AT 1-800-445-2825.

**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](http://www.safercar.gov).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

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

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 one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the 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](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jennifer Timian', written in a cursive style.

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