



29 April 2011

VIA EXPRESS MAIL

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Subject: **Safety Recall 11V-237 – Vapor Bus International  
Mechanically Fastened Teeter Plate Assemblies**

Dear Mr. [REDACTED]

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 Vapor Bus International ("Vapor") air-open/spring-closed style, rear passenger door systems. This safety recall was initiated based on information provided by Vapor.

This defect is described as a potential for the Vapor door latching system (the mechanically fastened teeter lever assembly) to fail to maintain the rear passenger exit doors in a closed and locked condition. This creates the potential for passenger injury and death if the door should open unexpectedly while the vehicle is in motion.

The effected door systems were built and shipped from Vapor to New Flyer during the time period from June 2007 through March 2011. It has been determined that the defective components have been installed on the following New Flyer vehicles, which were sold to [REDACTED] Transit Commission:

**Make:** New Flyer Transit Vehicle  
**Model:** D35LF – [REDACTED]  
**VIN Range (last 6 digits):** [REDACTED] to [REDACTED]

The defect has been described by Vapor, in the documentation associated with equipment recall **11E-010** (see attached recall notification from Vapor).

A corrective action for this defect is described in the attached Instruction to Service. Vapor will have field service personnel available to assist transit authorities if required in making the necessary inspections and corrective actions.

**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 5<sup>th</sup> 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](http://www.newflyer.com)

Please contact the following Vapor service personnel for materials and technical assistance:

**Reference: 11E-010**  
James Pearson – Marketing Manager  
jpearson@wabtec.com  
(847) 777-6450

For information on coordinating efforts to complete this recall in a timely manner, please contact your Regional Product Support Manager, Terry Kotnarowski or New Flyer Customer Services at (204) 934-4874.

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 Vapor 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  
Chris Stoddart, Vice President Engineering Services – New Flyer  
Terry Kotnarowski, Regional Product Support Manager – New Flyer

Attachments: Vapor Bus International – Recall notification 11E -010  
New Flyer – Instruction to Service