



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 26, 2012

MR. DAN C. ALLEN
CHIEF ENGINEER PRODUCT DESIGN
NORTH AMERICAN BUS INDUSTRIES
106 NATIONAL DRIVE
ANNISTON, AL 36207

NVS-215et
12V-118

SUBJECT: STEERING PITMAN ARM CONNECTION

DEAR MR. ALLEN:

This letter serves to acknowledge North American Bus Industries' (NABI), 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:
NABI/416/2011-2012

Mfg's Report Date: March 20, 2012

NHTSA Campaign Number: 12V-118

Components: STEERING: GEAR BOX: SHAFT PITMAN

Potential Number of Units Affected: 137

Summary:

NORTH AMERICAN BUS INDUSTRIES (NABI) IS RECALLING CERTAIN MODEL YEAR 2011 AND 2012 416 TRANSIT BUSES MANUFACTURED FROM AUGUST 29, 2011, THROUGH FEBRUARY 19, 2012. THE VEHICLES HAVE A LOOSE CONNECTION IN THE JOINT BETWEEN THE STEERING PITMAN ARM AND THE STEERING DRAG LINK. THE JOINT MAY SEPARATE OVER TIME RESULTING IN LOSS OF STEERING CONTROL.

Consequence:

A LOSS OF STEERING CONTROL COULD RESULT IN A CRASH, INCREASING THE RISK OF INJURY.

Remedy:

NABI WILL INSPECT AND REPAIR VEHICLES FREE OF CHARGE. OWNERS MAY CONTACT NABI AT 1-256-831-4296.

Notes:

NABI'S RECALL CAMPAIGN NUMBER IS 20121. 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).

You indicated in your report that owner notification would begin at the earliest in late March 2012. It is expected that all owners of vehicles containing a safety defect will be notified of that defect within 60 days of the manufacturer's notification to NHTSA of the defect. This is irrespective of any circumstances, like a parts problem, that may impact the timing of the free remedy aspect of your recall campaign. Accordingly, please supply a date for notifying owners that meets this expectation, as well as a draft owner letter for our review.

Please 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 close of the calendar quarter.

Your contact for this recall will be Edison Thompson, who may be reached by phone at 1-202-366-9525, by email at Edison.Thompson@dot.gov, or through the office email at 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