



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 13, 2012

MS. VICKIE STOUT  
CUSTOMER SERVICE MANAGER  
GLAVAL BUS  
914 COUNTY ROAD #1  
ELKHART, IN 46515

NVS-215et  
12V-321

DEAR MS. STOUT:

This letter serves to acknowledge Glaval Bus's (Glaval) 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/APOLLO/2007  
GLAVAL/APOLLO/2009-2010  
GLAVAL/CONCORDE II/2009-2010  
GLAVAL/ENTOURAGE/2010-2011  
GLAVAL/PRIMETIME/2008  
GLAVAL/PRIMETIME/2010  
GLAVAL/SPORT/2008-2009  
GLAVAL/TITAN/2008-2009  
GLAVAL/TITAN II/2010-2011  
GLAVAL/UNIVERSAL/2006-2011

**NHTSA Campaign Number:** 12V-321

**Mfg's Report Date:** June 19, 2012

**Components:** EQUIPMENT ADAPTIVE

**Potential Number of Units Affected:** 346

**Summary:**

GLAVAL IS RECALLING CERTAIN BUSES EQUIPPED WITH BRAUN CENTURY-2 AND/OR VISTA-2 WHEELCHAIR LIFTS. OVER TIME AND WITH FREQUENT USE, THE ROLL STOP LATCHES ON THE OUTER BARRIER MAY BECOME BENT OR MISALIGNED.

**Consequence:**

A WHEELCHAIR OCCUPANT MAY DEFEAT OR RIDE OVER THE INSUFFICIENTLY LATCHED ROLL STOP. IF THIS OCCURS WHEN THE LIFT PLATFORM IS IN AN ELEVATED POSITION, THE WHEELCHAIR'S OCCUPANT COULD FALL AND SUSTAIN INJURY.

**Remedy:**

GLAVAL WILL NOTIFY OWNERS, AND THE REPAIRS WILL BE PERFORMED BY AUTHORIZED BRAUN DEALERS FREE OF CHARGE. OWNERS MAY CONTACT GLAVAL BUS AT 1-800-347-7440.

**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).

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:

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 your report, Braun will be handling the remedy and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Braun's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contact for this recall will be Edison Thompson, who may be reached by phone at 1-202-366-9525, or by email at [Edison.Thompson@dot.gov](mailto:Edison.Thompson@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 successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jen for" followed by a stylized flourish.

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