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By Recall Management Division at 1:58 pm, Oct 17, 2012



17 October 2012

VIA EMAIL and MAIL

Chief - Recall Management Division
US DOT – National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-215)
1200 New Jersey Ave. SE,
Washington, DC 20590

Subject: Safety Recall Declaration – Equipment Recall 12E-037 – Ricon Egress Window Handles

To whom it may concern:

New Flyer Industries Canada ULC and New Flyer of America Inc. (together “New Flyer”), is declaring recall status with regards to a potential for failure of the emergency window egress handles supplied by Ricon Corporation, as described in the equipment recall 12E-037.

New Flyer has been informed by Ricon Corporation that certain emergency window egress handles manufactured between 1 April 2010 and 31 October 2010 may contain a safety related defect. Due to a manufacturing error, the emergency egress handles may break with relatively low force application.

Failure of the handle could result in the window not opening in an emergency situation, contrary to: § 571.217 Standard No. 217; Bus emergency exits and window retention and release.

New Flyer will contact the customers who purchased buses identified as having the fault, and Ricon Corporation will replace the emergency window egress handles free of charge. New Flyer is filing the appropriate 573 defect report (see attached) and will submit quarterly reporting for this recall.

If you have any further questions please contact me.

Sincerely,
NEW FLYER OF AMERICA INC.
NEW FLYER INDUSTRIES CANADA ULC

By: Kerry Legg
Vehicle Safety & Regulatory Compliance Manager
Customer Services Head Office
(204) 224-6706

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report¹

On 15 October of 2012, New Flyer Industries Canada ULC and New Flyer of America Inc. (together "New Flyer") decided, based on information provided by Ricon Corporation, that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: 17 October 2012

Furnish the manufacturer's identification code for this recall (if applicable): R12-030

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

New Flyer Industries Canada ULC

711 Kernaghan Ave., Winnipeg, MB Canada R2C 3T4

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Mr. Kerry Legg

Vehicle Safety & Regulatory Compliance Manager

Telephone Number: (204) 224-6706 Fax No.: (204) 224-0248

Name and Title of Person who prepared this report.

Same as above



Signed:

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall:

Make(s): New Flyer **Model Years Involved:** 2010 **Model(s):** GE35LFR

Production Dates: Beginning: 24 Aug 2010 **Ending:** 23 Sep 2010

VIN Range: Beginning: 038070 **Ending:** 038073

Vehicle Type: Heavy Duty Transit Bus **Body style:** Gasoline Electric Thirty Five Foot Low Floor Restyled

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Refer to 12E-037

Make(s): New Flyer **Model Years Involved:** 2010 **Model(s):** GE40LFR

Production Dates: Beginning: 30 May 2010 **Ending:** 24 Jun 2010

VIN Range: Beginning: 037568 **Ending:** 037574

Vehicle Type: Heavy Duty Transit Bus **Body style:** Gasoline Electric Forty Foot Low Floor Restyled

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Refer to 12E-037

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents.

100 %

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
GE35LFR	2010	4
GE40LFR	2010	7

Total Number Potentially Affected by the Recall: 11

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Refer to 12E-037

Recall population is based on component shipping data from Ricon Corporation and New Flyer purchasing and production records.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Refer to 12E-037

Describe the cause(s) of the defect or noncompliance condition.

Refer to 12E-037

Describe the consequence(s) of the defect or noncompliance condition.

Refer to 12E-037

Identify any warning which can (a) precede or (b) occur.

Refer to 12E-037

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Ricon Corporation

7900 Nelson Rd.

Panorama City, CA 91402

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Stanton Saucier

VP Marketing & Product Planning

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

Refer to 12E-037

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Refer to 12E-037

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Refer to 12E-037

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Refer to 12E-037

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Refer to 12E-037

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Refer to 12E-037

New Flyer customer notification will proceed immediately once a recall code is assigned by the NHTSA office of Recall Management

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.