



09 January 2012

VIA EXPRESS MAIL

[REDACTED]
[REDACTED] County, Department of Transportation
[REDACTED]
[REDACTED]

Subject: **Safety Recall 12V-002 – Vansco Instrument Panel Programming
Powertrain Warning Indications**

Dear [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”) have decided in conjunction with Parker-Hannifin that a defect which relates to motor vehicle safety, exists in certain New Flyer transit vehicles. Further investigation has revealed that the following vehicles, operated by [REDACTED] County are affected:

Make: New Flyer Transit Vehicle
Model: XD40
VIN Range (last 6 digits): 038759 to 038789
039339 to 039375.

The defect has been described by Parker-Hannifin Canada (Vansco) in the documentation associated with NHTSA Equipment Recall **11E-056**.

New Flyer and Vansco have determined that the programming of the instrument panel is such that if multiple error messages are received by the instrument panel from the vehicle powertrain, the “Check Engine” and/or “Stop Engine” indicator lamps on the dash may not illuminate. As a result, the engine may enter a safety or shutdown mode of operation without giving the operator advance notice and negating the option of using the “Stop Engine Override” feature to move the vehicle to a safe location.

Engine shutdown would result in loss of vehicle propulsion which, in conjunction with traffic and road conditions, and the drivers reactions, could increase the risk of a crash causing property damage and/or personal injury.

New Flyer and Vansco will have personnel on-site at your maintenance facility to accomplish the reprogramming of the instrument panels on your vehicles at no cost to you. This reprogramming campaign began in late December of 2011 and may already have been conducted by the time you receive this message. Please confirm the status of this campaign with your Regional Product Support Manager Jeff Seastrand, for implementation of Instruction to Service 4878 (attached).

**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 5th 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

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 these vehicles, or they have 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 New Flyer and Vansco 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) 224-6706

cc: Chris Stoddart, VP Engineering Services – New Flyer
Jeff Seastrand, Regional Product Support Manager – New Flyer

Attachment: Instruction to Service ITS4878