



North American  
Bus Industries, Inc.

## SAFETY RECALL NOTICE

July, 2012

NHTSA Campaign # 12V-324

Dear NABI Customer:

NABI Recall # 20123

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. North American Bus Industries, Inc. (NABI) has decided that a defect which relates to motor vehicle safety exists in certain NABI Model 45CLFW city transit buses manufactured by NABI, Inc., between 7/1/2003 and 12/1/2011.

Our records identify you as the owner of the vehicle(s) shown on the attached list that are affected by this recall.

### REASON FOR THIS RECALL

NABI has determined that certain 45CLFW Model standard floor height city transit buses, manufactured by NABI, have been determined to have steering pitman arms that may not have been manufactured within designated tolerances. Under certain conditions, the nut securing the pitman arm to the steering gear, may not tighten properly against the pitman arm. The pitman arm is machined with a tapered splined hole that is fitted to a tapered splined shaft on the steering gear. While the retaining nut may not loosen, the pitman arm may not be properly seated to the steering gear shaft, and the machined splined hole may not fit tightly to the splines on the steering gear. Over time, the splines may wear, and if not replaced, the splines may eventually fail or become smooth, and a loss of steering could result. This could result in a vehicle accident.

### ACTION YOU SHOULD TAKE

NABI will arrange for an inspection and repair of the vehicle(s).

NABI will repair the vehicles free of charge.

NABI anticipates these repairs will be completed in August 2012.

If NABI does not remedy this condition without charge on the mutually agreed upon service date or within 5 days of this agreed upon date, you can obtain assistance by calling NABI Service at (256) 831-4296 Ext 1308 or via email at [recalls@nabiusa.com](mailto:recalls@nabiusa.com). If you believe that NABI has failed to remedy the vehicle without charge within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590; or call the toll-free DOT Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair 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. For further information, please contact us at the number listed above.

We apologize for any inconvenience this matter may cause you.

North American Bus Industries, Inc.