



SAFETY RECALL NOTICE

1 November 2012

VIA EXPRESS MAIL

[REDACTED]
[REDACTED] Transit
[REDACTED]
[REDACTED]

Subject: **Safety Recall 12V-515 – Ricon Emergency Egress Window Handles**

Dear Mr. [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") has decided that a defect which relates to motor vehicle safety exists in certain low floor transit buses manufactured by New Flyer, that are equipped emergency egress window handles supplied by Ricon Corporation ("Ricon").

Ricon has informed New Flyer 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, and therefore, may not open in an emergency situation.

It has been determined that the defective components have been installed on the following New Flyer vehicles, which were sold to [REDACTED] Transit:

Make: New Flyer Transit Vehicle
Model: SR1468 2010 GE30LFR
VIN Range (last 6 digits): 038070 to 038073.

The defect has been described by Ricon in the documentation associated with Equipment Recall **12E-037**.

Ricon will arrange for the replacement of the emergency egress window handles on these vehicles free of charge. For information on coordinating efforts to complete this recall in a timely manner, please contact your Regional Product Support Manager, Bobby Anderson or New Flyer Customer Services at (204) 224-6706.

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 this vehicle, or it has 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.

**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

We regret any inconvenience which this action may cause you. However, we are concerned about your safety and the safety of your passengers.

If Ricon and New Flyer 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) 934-4876

cc: Chris Stoddart, VP Engineering Services – New Flyer
Bobby Anderson, Regional Product Support Manager – New Flyer