NEW FLYER

SAFETY RECALL NOTICE

IMPORTANT

XX September 2013

VIA EXPRESS MAIL

This notice applies to your vehicle [insert VIN here]

[Click **here** and type Name]
[Click **here** and type Company]
[Click **here** and type Address]
[Click **here** and type City, St/Prov]

Subject: **Motor Vehicle Safety Recall 13V-~~XXX~~** 485
Sure Power 80 Amp Equalizer PN 52208 (New Flyer PN 204012)

Dear [Click **here** and type Name],

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 in conjunction with Sure Power Inc. ("Sure Power" a division of Eaton's Controls and Power Conversion), 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 [Click **here** and type Company] are affected.

Make:	**New Flyer Transit Vehicle**
Model:	**Invero**
VIN Range (last 6 digits):	**XXXXXX to XXXXXX.**

melting and burning, increasing the risk of a fire

Sure Power has informed New Flyer that the subject equalizer units manufactured since January 2000 are being recalled. The potting compound of these devices may become electrically conductive after significant exposure to high temperature. Once electrically conductive, the potting material is capable of self-heating and maintaining temperatures capable of ~~accelerating a thermal incident~~.

This characteristic change to the potting compound increases the risk potential for a vehicle fire.

The defect has been described by Sure Power in the documentation associated with Equipment Recall **13E-050**.

New Flyer stopped installing PN 52208 in 2007. Since that time a replacement equalizer has become commercial available (Sure Power PN 21080 EOO). New Flyer and Sure Power propose to replace all the existing PN 52208 equalizers installed on New Flyer buses with the PN 21080 equalizers.

This recall is being managed by New Flyer. Parts and labor required to accomplish the recall in accordance with the attached instructions will be provided at no cost. Your New Flyer Regional Product Support Manager [Click **here** and type Name] will coordinate parts and instructions to complete the component replacements.

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 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.

If Sure Power 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.

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

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
[Click **here** and type Name], Regional Product Support Manager – New Flyer

Attachment: ITSXXXX