



IMPORTANT SAFETY RECALL NOTICE

04 May 2016

VIA EXPRESS MAIL



Subject: **Motor Vehicle Safety Recall 16V-223**
Vapor ETO Door Control Module Programming and Rear Door Roller Plates

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 of America Inc. ("New Flyer") has decided in conjunction with Vapor Bus International ("Vapor"), that a defect which relates to motor vehicle safety, exists in specific New Flyer transit vehicles. Further investigation has revealed that the following vehicles, operated by [REDACTED] are affected:

Make: New Flyer Transit Vehicle
Model: SR1739 2013 XN60
VIN:

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Model: SR1740 2013 XN60
VIN:

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Continued...

Headquarters/
Winnipeg Facility
711 Kernaghan Ave.
Winnipeg, Manitoba
R2C 3T4 Canada
Ph: (204) 224-1251

Aftermarket Facility
630 Kernaghan Ave.
Door 76
Winnipeg, Manitoba
R2C 5G1 Canada
Ph: (204) 982-8400

New Product
Development
630 Kernaghan Ave.
Winnipeg, Manitoba
R2C 5G1 Canada
Ph: (204) 982-8400

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

Anniston
Facility
106 National Drive
Anniston, AL
36207 USA
Ph: (256) 831-4296



[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Model: SR1929 2015 XN60

VIN:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Vapor has declared recall status on the firmware installed in electronic door Electric Transit Operator (ETO) control modules manufactured prior to 31 December 2015. New Flyer is therefore initiating an inspection of all specifically equipped vehicles which shipped from a New Flyer facility prior to 1 April 2016.

A configuration parameter error in the ETO software results in a higher than required output torque from the ETO control module when the door is in a fully open position. The higher than required output torque, over time may result in a fracture of the rear door roller plate. If the roller plate fails there is a potential for the rear door to open inadvertently while the bus is in motion.

Opening of the passenger exit doors, while the bus is in motion, increases the potential for passenger injury.

This defect has been described by Vapor in the documentation associated with NHTSA Equipment Recall 16E-014. A new firmware program is available for download to the controller, to upgrade the door control system, once installed, the controllers will be marked with a label indicating the installation of Field Modification Instruction (FMI-15-054). In addition to the new programming, both rear door roller plates will be replaced with a more robust version, which are visually different from the original components.

This recall is being conducted by Vapor with the assistance of New Flyer. All parts and labor required to accomplish the recall will be provided at no cost. Your New Flyer Regional Product Support Manager Frank Rytych will coordinate with Vapor representatives to conduct the retrofit of the buses identified above.

The time required for Vapor to conduct the recall action per vehicle, will depend on the number of doors installed on your vehicle model. It is estimated that the repair time will take approximately 0.5 hours per door.

If you are a lessor of vehicles which are affected, it is required that any vehicle lessor 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 New Flyer and Vapor 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.



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

cc: Chris Stoddart – Vice President Engineering Services
Frank Rytych – Regional Product Support Manager