

IMPORTANT SAFETY RECALL



New England Wheels
33 Manning Rd.
Billerica, MA 01821



www.newenglandwheels.com

April 25, 2022

<<VIN>>

<<OWNER NAME/DEALER NAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

RE: Defect Recall Notification 22V-241

This notice applies to your vehicle VIN listed above.

Dear New England Wheels Customer:

This notice is sent to you in accordance with the requirements of the United States' *National Traffic and Motor Vehicle Safety Act*. New England Wheels has decided that a defect, which relates to the motor vehicle safety, exists in certain 2021-2022 New England Wheels Frontrunner Buses. This is to inform you that your vehicle may have a defect that could affect the safety of a person.

WHAT IS THE DEFECT/NONCOMPLIANCE?

It appears that if the Programmable Relay Power Center (PRC) fails, it could result in a fire.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

This condition may lead to property damage, personal injury or a crash.

WHAT ARE NEW ENGLAND WHEELS AND OUR DEALERSHIPS GOING TO DO?

New England Wheels is notifying dealerships of the recall. You may have the recall corrected at any New England Wheels dealership. The remedy will be to install a wire jumper harness. It is preferable if you have your selling dealership perform the remedy. New England Wheels completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The vehicle owner is responsible for arranging to have the work completed. Please state you have been notified by New England Wheels of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 30 minutes. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

New England Wheels, Inc.
Attn: Warranty Manager
33 Manning Road
Billerica, MA 01821

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within ten (10) working days after the day in which the notice is received. You have received this letter because Government regulations require that a notification be sent to the last owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN (10) DAYS.

MAY NEW ENGLAND WHEELS ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your New England Wheels Representative listed below:

CUSTOMER SERVICE (800) 886-9247

If you are still having difficulty getting your vehicle repaired in a reasonable amount of time or without charge, you may contact the following:

Write to:
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

Or you may call the toll-free Vehicle Safety Hotline
At 1-888-327-4236 or (TTY: 800-424-9153).

Or visit www.safercar.gov and search;
Recall ID: 22V-241

Sincerely,

Paul D. LaRose
President
New England Wheels, Inc.