



SAFETY RECALL NOTICE

XX September 2013

VIA EXPRESS MAIL

[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**
Sportworks APEX 3™ Bicycle Racks

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 Sportworks Northwest, Inc. ("Sportworks"), 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: XXX
VIN Range (last 6 digits): XXXXXX to XXXXXX.

Sportworks has informed New Flyer that the subject APEX 3™ bicycle racks manufactured prior to April 2013 are being recalled. The possibility exists that cracks may develop where the latch tube is welded to the pivot tabs connected to the frame. If left unchecked, the cracks may result in the latch tube and latch handle separating from the bicycle rack.

Components/parts separating from the vehicle create road hazards and increase the risk of a crash.

The defect has been described by Sportworks in the documentation associated with Equipment Recall **13E-042**.

New Flyer and Sportworks propose to replace the existing bicycle rack with an improved design of the same APEX 3™ model.

This recall is being managed by Sportworks. Parts and labor required to accomplish the recall in accordance with the attached instructions will be provided at no cost. A Sportworks representative will contact you to coordinate the shipment of the replacement components and labor claims.

**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 Sportworks 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: Sportworks Customer Letter, dated 5 September 2013



September 5, 2013

SAFETY RECALL NOTICE

SAFETY RECALL CAMPAIGN #13E- 042

Dear Owner of Apex 3™ Bicycle Rack:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Sportworks Northwest, Inc. ("Sportworks") has decided that a defect which relates to motor vehicle safety exists in its Apex 3™ bicycle racks **manufactured prior to April 8, 2013**.

DESCRIPTION OF THE SAFETY DEFECT

The possibility exists that cracks may develop where the latch tube is welded to the pivot tabs connected to the rack frame.

DESCRIPTION OF THE SAFETY HAZARD

Over time, if the cracks go unnoticed by the bus operator or maintenance personnel, the cracks may lead to the separation of the latch tube from the pivot tabs, causing the latch tube and latch handle to fall from the rack, resulting in potential road hazards increasing the risk of a crash.

NOTE: Apex 3™ units manufactured after April 8, 2013 have a larger rectangular tube and gussets supporting the weld between the new latch tube and round frame tubing and are not included in this recall (see Figure 1 attached).

REPAIRS

Sportworks will facilitate the replacement of the frame of your recalled Apex 3™ bicycle rack free of charge.

WHAT SHOULD YOU DO

Please contact Sportworks Sales & Support at (888) 661-0555, ext. 2 to make arrangements for this replacement.

There are several important precautions you should take until this repair has been performed:

- Inspect rack for cracks that may develop where the rectangular latch tube is welded to the two pivot tabs (see Figure 2 attached).
- If cracks are visible, the Apex 3™ bicycle rack should be removed from the vehicle and not used until the frame is replaced.
- If cracks are not visible, cracks may develop over time and Sportworks highly recommends that the Apex 3™ bicycle rack be removed from the vehicle and not used until the frame is replaced.



Owner of Apex 3™ Bicycle Rack
September 5, 2013
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Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of the notice to the vehicle lessee within ten days.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-429-9153) or go to <http://www.safercar.gov>, if you believe that Sportworks has failed or is unable to remedy your equipment without charge.

Sportworks regrets any inconvenience this voluntary recall may cause you. If you have any questions regarding this recall, you may call Sportworks Sales & Support at (888) 661-0555, ext. 2.

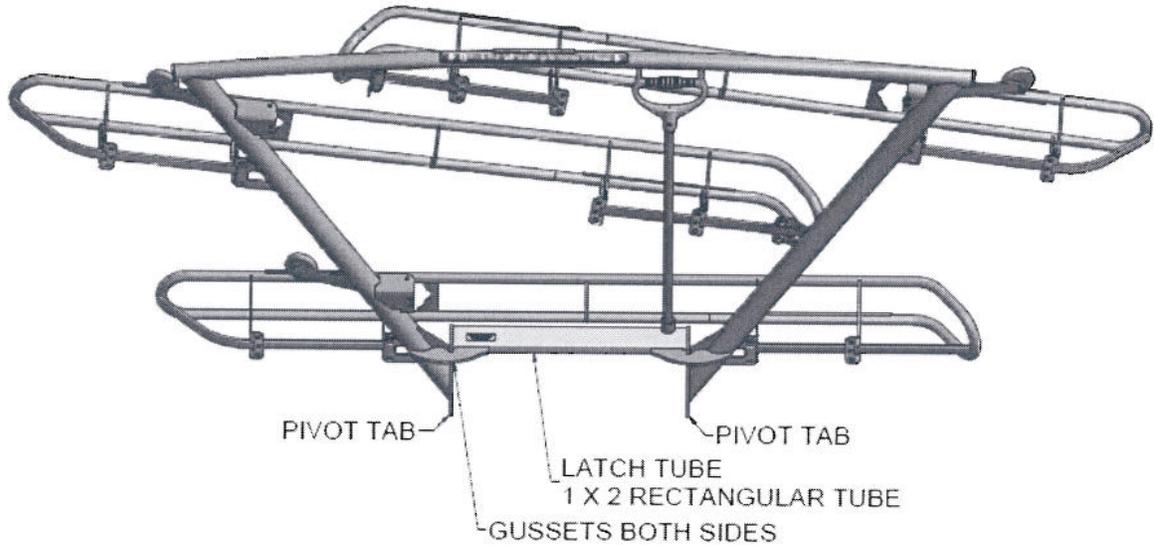
Sincerely,

SPORTWORKS NORTHWEST, INC.

Michael Reeves
President

FIGURE 1: APEX REVISION SCHEMATIC

NEW REVISION APEX



OLD REVISION APEX

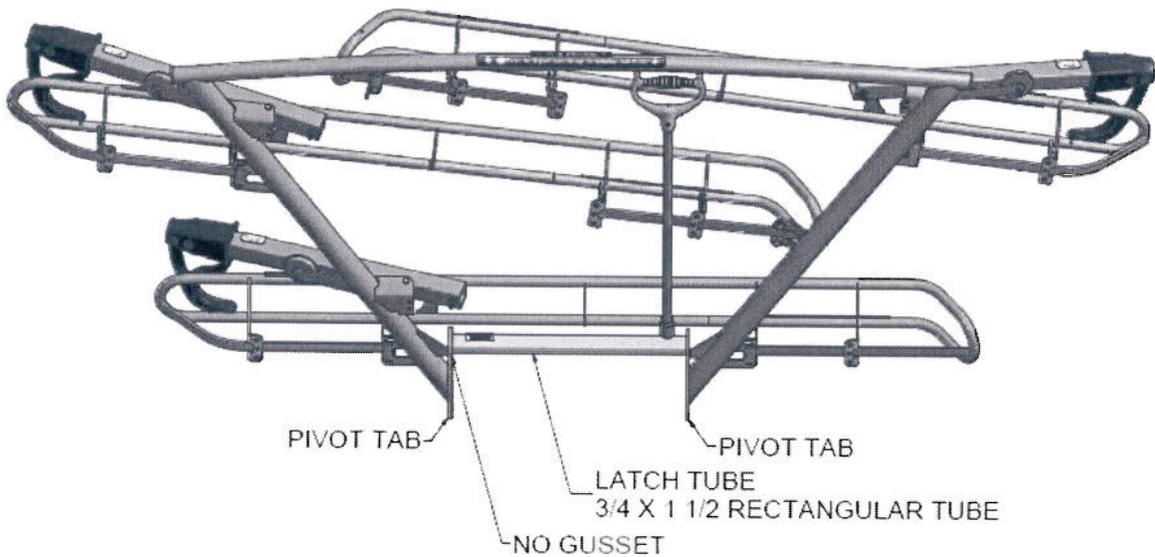


FIGURE 2: APEX RACK INSPECTION

