

# IMPORTANT SAFETY RECALL



**New England Wheels**  
33 Manning Rd.  
Billerica, MA 01821



[www.newenglandwheels.com](http://www.newenglandwheels.com)

NEW ENGLAND WHEELS, INC.  
DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
33 MANNING ROAD  
BILLERICA, MA 01821

April 25, 2022

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

RE: **NHTSA Recall 22V-241**

## **Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B**

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

New England Wheels has decided that a safety defect exists in certain 2021-2022 New England Wheels Frontrunner Buses. New England Wheels is recalling the defect model(s) to ensure the safety of our future retail consumers and your dealership. New England Wheels apologizes for any inconvenience this action may cause your dealership; however, safety continued satisfaction and our commitment to building great products are of the utmost importance.

This recall affects vehicles with the identified VIN referenced in the attached document(s). The designated date range of production is 6/1/2021 through 2/25/2022.

### **DEFECT/NONCOMPLIANCE:**

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

### **EVALUATION OF RISK:**

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

### **SERVICE PROCEDURE:**

Dealership Service Department procedures for inspection and/or installation of the jumper harness are attached.

**WHAT IS THE PART NUMBER OF THE REMEDY KIT?**

Wire Jumper – See below for contact information to order the wire jumper.

A clear picture(s) is required of the PRC date code and unit number tag for the inspection and, if remedy is required, pre-remedy and post-remedy. Pictures of the remedy are a condition of payment which must be provided with a claim against the repair code(s).

**DEALER REPAIR CODES: Dealer Connect**

RECALL	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
22V-241	RC-NEW-22V-241I	INSPECTION ONLY	.10 HOURS
22V-241	RC-NEW-22V-241C	INSPECT AND INSTALL JUMPER HARNESS	.30 HOURS

**CUSTOMER SERVICE (800) 886-9247**

The Recall shall be considered the utmost priority to remedy the 2021-2022 New England Wheels buses in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2021-2022 New England Wheels Frontrunner buses under this recall.

If your dealership has already performed the remedy to 2021-2022 New England Wheels buses, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

**Notice:**

In no manner shall a New England Wheels Frontrunner owner be charged any fee(s) for scheduling, conduction, or completion of the recall. Additionally, all dealership(s) that are New England Wheels dealership(s) are Federally mandated to perform the recall once presented with this recall whether by the owner or dealership receipt of this letter, without denial of service to the owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

**Federal Regulation requires that any lessor receiving this recall must forward a copy of this notice to the lessee within ten (10) days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.**

Sincerely,

Paul D. LaRose  
President  
New England Wheels, Inc.