



4 October 2017

VIA EMAIL & EXPRESS MAIL

Stephen A. Ridella
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Subject: **Response to Information Request – EA16-001**

Dear Mr. Ridella:

New Flyer acknowledges receipt of your August 9, 2017 information request letter ("IR") in the above matter. This letter and enclosures will serve as New Flyer's (as defined in the IR) response to the IR.

1. State the number of subject vehicles manufactured to date, grouped by vehicle make, model and model year. Also, for each vehicle make, model and model year grouping, state the number of subject vehicles where New Flyer installed the subject component(s) as original equipment.

RESPONSE: Please see the "Request 1" worksheet in the attached Excel spreadsheet entitled "EA16-001 Responses New Flyer and MCI". The source of the New Flyer data provided was the iWarranty, New Flyer's warranty management system, and the data were last gathered on or about September 28, 2017. The source of the MCI data provided was MCI's master production records, and the data were last gathered on or about September 7, 2017.

2. State the number of subject vehicles New Flyer is aware of, that have experienced Level 3 damage to one or more subject components, grouped by vehicle make, model and model year. Multiple incidents involving the same vehicle are to be counted together as one.

RESPONSE: None.

3. State the number of subject components New Flyer has installed as original equipment on subject vehicles, sold for service replacement and/or aftermarket installation to date, grouped by calendar year of vehicle production (for original equipment) or calendar year of fuel container sale (for service replacement and/or aftermarket installation), and by fuel container designation (Type 1, Type 2, Type 3 or Type 4).

RESPONSE: Please see the "Request 3" worksheet in the attached Excel spreadsheet entitled "EA16-001 Responses New Flyer and MCI". The sources of the New Flyer data provided was Agility Sales to New Flyer Parts for aftermarket sale and was last gathered on or about September 25th 2017. The sources of the MCI data provided were MCI's aftermarket parts sales and OE vehicle master production records, and the data were last gathered on or about September 18, 2017.

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4. State the number of subject components New Flyer is aware of, that have experienced Level 3 damage. For each such container, please provide:
 - a. Calendar year of vehicle production (for original equipment) or calendar year of fuel container sale (for service replacement and/or aftermarket installation);
 - b. End-of-life date;
 - c. Calendar year the fuel container was condemned;
 - d. Fuel container designation (Type 1, Type 2, Type 3 or Type 4); and
 - e. Summary description of damage that condemned the cylinder (i.e. object impact or abrasion; fire exposure; chemical exposure; improper repair attempt).

RESPONSE: None.

5. State the number of each of the following, received by New Flyer, or of which New Flyer is otherwise aware, which relate to, or may relate to, the integrity of the subject components:
 - a. Reports involving a crash;
 - b. Reports involving a fire or explosion;
 - c. Reports involving injury or fatality;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where New Flyer is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which New Flyer is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., crash reports, injury reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a crash report and an injury report involving the same incident in which a crash occurred are to be counted as a crash report, an injury report and a lawsuit report).

In addition, for each incident related to items "a" through "f," provide a summary description of the alleged problem and causal and contributing factors and New Flyer's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

RESPONSE: Please see the "Request 5" worksheet in the attached Excel spreadsheet entitled "EA16-001 Responses New Flyer and MCI". The source of the New Flyer data provided was email archive, and the data was last gathered on or about September 28th, 2017.

6. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the integrity of the subject components or the fuel systems they are part of, that have been conducted, are being conducted, are planned, or are being planned by, or for, New Flyer. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s), supplier(s) and/or third-party provider(s) responsible for designing and for conducting the action; and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

RESPONSE: Please see the "Request 6" worksheets in the attached Excel spreadsheet entitled "EA16-001 Responses New Flyer and MCI", and the attachments referenced in those worksheets. The source of the New Flyer data provided was engineering records and service reports the data were last gathered on or about September 28th, 2017. The sources of the MCI data provided were MCI's engineering records and service reports and the data were last gathered on or about September 18, 2017.

Please let me know if you should need any additional information.,

Sincerely,

NEW FLYER OF AMERICA INC.

A handwritten signature in blue ink, appearing to read "Kerry Legg", is positioned above the typed name.

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

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