NEW FLYER

Customer Services Head Office: 25 DeBaets Street, Winnipeg, Manitoba, Canada R2J 4G5, Phone: 204-982-8400, Fax: 204-224-0246

February 13, 2004

04V-076 ①of④

Kenneth Weinstein
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC
20590

Dear Mr. Weinstein:

An issue relating to motor vehicle safety has been discovered in certain D40LF models of New Flyer buses sold within the 2002-2003 model year. Please find, enclosed, the 573 report attached as required in 49CFR Part 573. New Flyer's resolution has been developed and is outlined in the attached New Flyer Instruction to Service, ITS-2271.

The attached 573, owner notification letter, Instruction to Service, has been forwarded to the Defects and Recall Information Analysis Division.

Sincerely,

Scott Halbesma
Safety and Compliance Manager
New Flyer

Enc.

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report[1]

On February 13, 2004, New Flyer decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: February 13, 2004

Furnish the manufacturer's identification code for this recall (if applicable): ITS-2271

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

New Flyer Industries Limited 711 Kernaghan Ave, Winnipeg, Manitoba, Canada, R2C 3T4

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Scott Halbesma, Safety and Compliance Manager

Ph: 204-934-4882

Fax: 204-224-0248

Name and Title of Person who prepared this report.

Scott Halbesma, Safety and Compliance Manager

Signed: _____

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[1]Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, ***for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:***

Make	Model	Model Year	Qty	Vin Range
Flyer Transit Bus	D40LF	2002	51	024654 to 024704
Flyer Transit Bus	D40LF	2002	15	024582 to 024596
Flyer Transit Bus	D40LF	2003	12	025757 to 025768

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

The above vehicles have a Voith transmission with an auxiliary heater with a specific transmission cooler line.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

6%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
refer to above		

Total Number Potentially Affected by the Recall: refer to above

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100% of the aforementioned vehicles

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Recall population was determined by components installed on the vehicle. This recall involves vehicles with a Voith transmission, an auxiliary heater as well as a specific transmission cooler hose.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The transmission cooler line can rub on the auxiliary heater exhaust. This chafe point may lead to a premature failure of the transmission line and a subsequent transmission fluid leak may result. Transmission fluid, in the presence of a high heat source, can result in a vehicle fire.

Describe the cause(s) of the defect or noncompliance condition.

Chafing of a transmission cooler line hose with the exhaust system of the auxiliary heater

Describe the consequence(s) of the defect or noncompliance condition.

A transmission fluid leak on a hot exhaust system may result in a vehicle fire

Identify any warning which can (a) precede or (b) occur.

Sometimes excess amounts of smoke coming from area where transmission fluid is contacting high heat, in addition to excessive loss of transmission fluid within the transmission case or just a transmission fluid leak may be detected

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

N/A

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

N/A

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

A vehicle fire was reported from the engine compartment from a customer. The same customer reported a high incidence of smoke from another vehicle in the same area of the engine compartment. Fire investigation during the following week revealed the source of the problem, as described above.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

New Flyer has developed a different transmission cooler hose assembly installation that promotes additional clearance from the auxiliary heater exhaust system.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The new transmission cooler hose is slightly shorter than the existing transmission cooler hose, a 90 degree elbow has been added in addition to a slightly different hose configuration.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Issue has been corrected in production and all future models will not have this issue.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Owner Notification letters will be sent out week of Feb 18

Parts have been ordered and are due to arrive soon, will be immediately shipped to customer

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. ***A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.***

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

Customer Services Head Office: 25 DeBaets Street, Winnipeg, Manitoba, Canada R2J 4G5, Phone: 204-982-6400, Fax: 204-224-0248

February 11, 2004

«Status». «First» «Last»
«Customer_Name»
«Address»
«City», «State»
«Zip»

Dear «First»,

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

New Flyer has determined 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 «Customer_Name», designated as New Flyer «SR», are affected:

Make: «Make»
Model(s): «Model»
VIN Range (last 6 digits): «Vin_Range»
Customer Unit No. (NF file): «PUN»

The aforementioned vehicles have an auxiliary heater with a specific transmission cooler line ported off the Voith transmission. There is a transmission fluid line installed on the vehicle, routed between the transmission and the transmission cooler, which has the potential to chafe and rub against the auxiliary heater exhaust system. This chafing may lead to a premature failure of the transmission fluid line and a subsequent transmission fluid leak. Transmission fluid, in the presence of a high heat source, may result in a vehicle fire.

New Flyer is modifying the transmission cooler hose assembly and adding a fitting to the transmission port to promote additional clearance from the auxiliary heater exhaust system. The installation of the modified transmission fluid line is detailed in the attached Instruction to Service, ITS-2271. New Flyer will supply the parts and labor to replace the transmission hose.

Please discuss the above mentioned resolution and any questions you may have pertaining to this issue with your local New Flyer Regional Product Support Manager, «RPSM». If you have any additional questions, feel free to contact me by phone at (204) 934-4882 or through email at scott_halbesma@newflyer.com.

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We apologize for any inconvenience this may have caused you. If New Flyer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC, 20590, or call 1-888-DASH-2-DOT (1-888-327-4236), Washington DC residents use 1-202-366-0123.

Thank you for your attention in this important matter.

Sincerely,

Scott Halbesma
Safety and Compliance Manager
New Flyer

cc: Hans Peper (NFIL), Cliff Murray (NFIL), Don Bean (NFIL), Richard Sanders (NFIL), «RPSM» (NFIL)

INSTRUCTION TO SERVICE ITS: 2271

SECTION:	MODEL:	TYPE:	WRITTEN BY:
231 Cooling	☒30FT ☒35FT ☒40FT ☒ 60FT ☒DSL ☒CNG ☐ LNG ☐ ELEC	☐ HIGH FLOOR ☒ LOW FLOOR	Todd Moroz

OBJECTIVE/SUBJECT:

Shorten and re-orientate transmission cooler line.

PROCEDURE:

NOTE: Prior to commencing these instructions, ensure coach is either parked in position over a "pit" or access to a coach lift is available.

1. Turn the main battery disconnect switch to the "OFF" position.
2. From interior of coach, open rear bench seat engine access door and transmission access door.
3. Inspect auxiliary heater braided fuel line for leakage.

NOTE: Steps # 4 through 9 to be completed from underneath coach.

4. Remove p-clips attached to roadside transmission cooler line.
5. Remove roadside transmission cooler line from transmission and transmission cooler (oil out side). **NOTE:** Be prepared to catch fluid with a container. Discard line.
6. Inspect auxiliary heater exhaust blanket. If hose leaking and transmission fluid has transgressed to blanket, then blanket replacement is necessary. Contact your Regional Product Support Manager to order replacement exhaust blanket.
7. Install 90-degree swivel adapter (NFIL P/N 022433) onto new transmission cooler line (NFIL P/N 223262) 45-degree fitting end. **NOTE:** Orientation must be so that 90-degree adapter spout will point to rear of coach and 45-degree fitting will direct hose upwards and 90-degree end of new hose points towards roadside for proper mating with transmission cooler. Refer

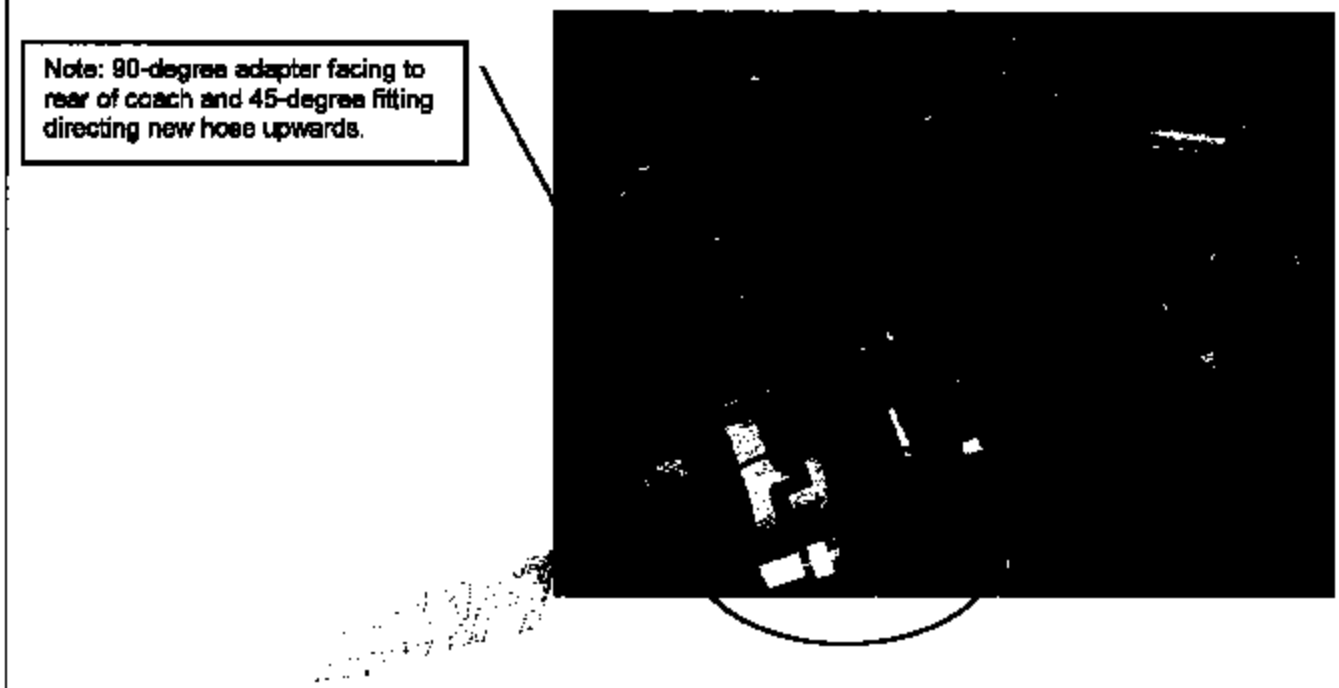
to Figure 1.

NOTE: Refer to New Flyer Service Manual for proper torque values.

8. Install new transmission cooler line (NFIL P/N 223262) between transmission and transmission cooler. Orientate line so that 90-degree adapter is on transmission port. Refer to Figure 2.

   NOTE: Refer to New Flyer Service Manual for proper torque values.

9. Use provided p-clips as required ensuring that clearance is promoted where necessary.
10. Lower coach (if applicable).
11. From exterior of coach, top off transmission fluid per New Flyer Service Manual.
12. Turn the main battery disconnect switch to the "ON" position.
13. Start coach and run engine for a few minutes checking for leaks.
14. Close access doors on inside of coach.
15. Turn coach off and check transmission fluid level. Top off fluid if low.



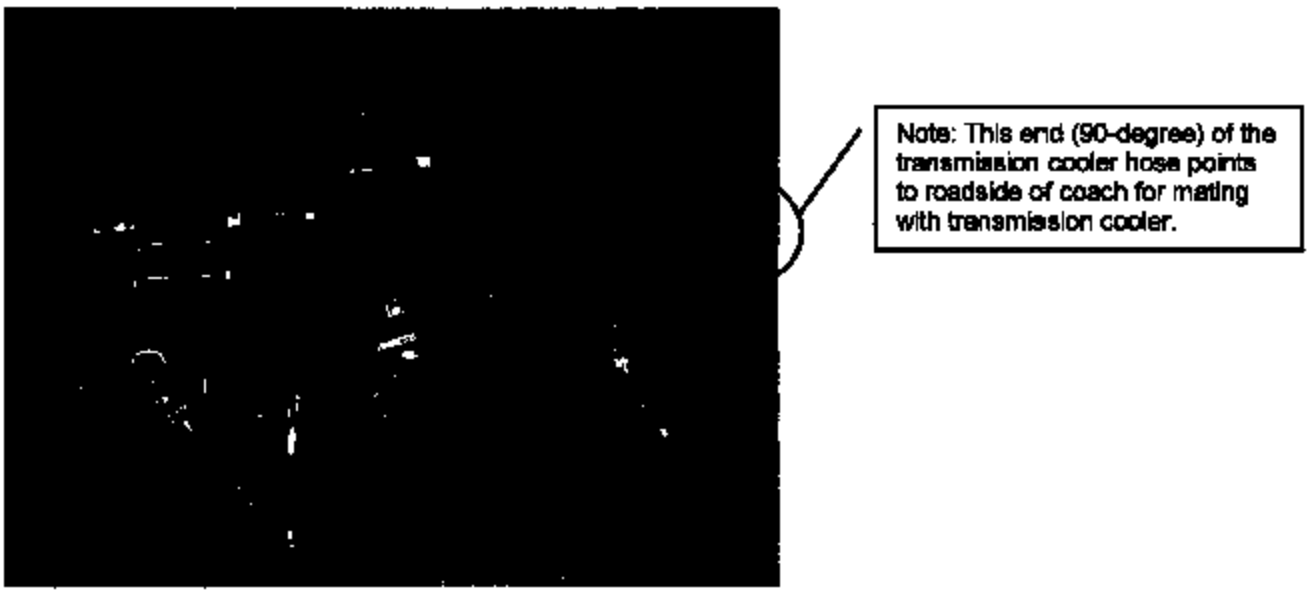


Figure 1. Correct Transmission Cooler Hose Orientation

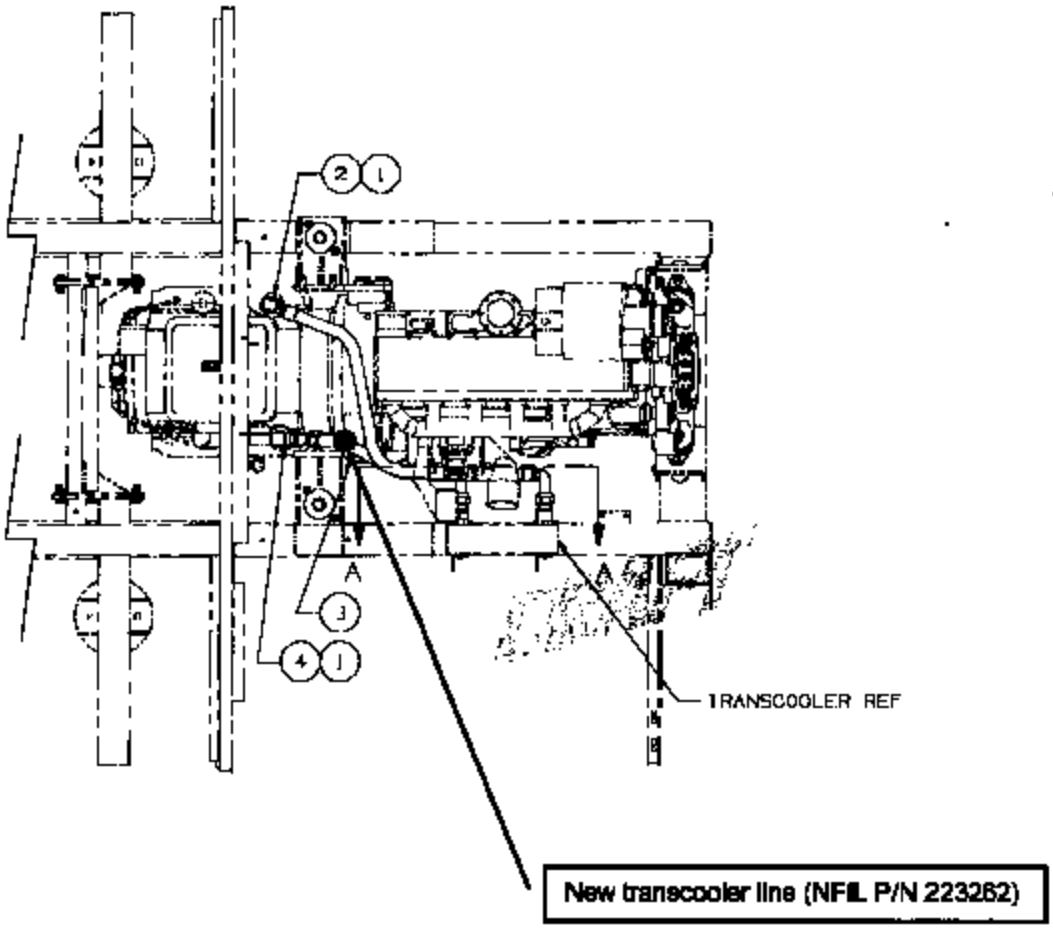


Figure 2. Transmission Cooler Line Installation

LABOUR ESTIMATE

	Operation	Men	Hours	Labour Time M X HR
1	Shorten and re-orientate transmission cooler line.	1	2.5	2.5

PARTS REQUIRED

Item	Part Number	Description	Qty. per Coach	Units	Notes
1	022433	FITTING-ELBOW 90D SWIVL	1	EA	
2	223262	HOSE ASSY FC300-20 FL32	1	EA	MUST BE REV. "C"
3	092582	CLAMP-P .5 SS/HT	2	EA	USE AS REQUIRED
4	092586	CLAMP-P .75 SS/HT	2	EA	USE AS REQUIRED
5	092588	CLAMP-P 1.00 SS/HT	2	EA	USE AS REQUIRED
6	092592	CLAMP-P 1.5 SS/HT	2	EA	USE AS REQUIRED
7	092594	CLAMP-P 1.75 SS/HT	2	EA	USE AS REQUIRED