



U.S. Department  
of Transportation

400 Seventh Street, SW  
Washington, DC 20590

**National Highway  
Traffic Safety  
Administration**

*March 18, 2005*

KERRY LEGG  
NEW FLYER OF AMERICA, INC.  
214 FIFTH AVENUE SW  
CROOKSTON MN 56716

NVS-215  
05V-100

Subject: BURNER TUBES/WEBASTO

Dear Mr. LEGG:

This letter is to acknowledge your recent defect or noncompliance information report. Please review the following information to ensure that it conforms to your records, as this is the information that will be made available to the public.

**Makes/Models/Model Years:**

NEW FLYER/D35LF/2003-2004  
NEW FLYER/D40LF/2003-2004

**NHTSA Campaign Number:** 05V-100

**Recall Date:** March 15, 2005

**Components:**

ENGINE AND ENGINE COOLING

**Potential Number of Units Affected:** 28

**Summary:**

ON CERTAIN TRUCKS EQUIPPED WITH WEBASTO HEATERS, THE BURNER TUBES ARE MADE OF MATERIAL THAT DOES NOT MEET SPECIFICATIONS. THIS COULD RESULT IN PREMATURE FAILURE.

**Consequence:**

IF A FAILURE WERE TO OCCUR, THE SURFACE TEMPERATURE OF THE EXHAUST TUBES CAN INCREASE AND COULD IGNITE COMBUSTIBLE MATERIALS IN OR AROUND THE VEHICLE WHICH COULD LEAD TO PROPERTY DAMAGE AND PERSONAL INJURY.

**Remedy:**

DEALERS WILL REPLACE THE SUSPECTED DEFECTIVE PARTS. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS SHOULD CONTACT NEW FLYER AT CUSTOMER SERVICES AT 204-934-4874.

**Notes:**

CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-327-4236.

Effective October 21, 2004, a manufacturer must provide an estimated dealer notification date as well as an owner notification date (month/day/year) when submitting a defect/noncompliance report (Part 573.6).

We have reviewed your proposed owner letter and it does not meet the requirements of Part 577.

(1) The word "determined" in the second paragraph should be changed to "decided."

(2) A risk/consequence needs to be added to the end of the third paragraph, i.e., "If a failure were to occur, the surface temperature of the exhaust tubes can increase and could ignite combustible materials in or around the vehicle which could lead to property damage and personal injury."

(3) A sentence should be added concerning leased vehicles, i.e., Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

(4) A sentence should be added, i.e., "The work will take about [xx] hours to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. To obtain this free service, contact our service department at your earliest convenience at [phone number] for inspection and correction. If you no longer own this vehicle, please inform us of this when you call."

(5) Please remove the "Washington DC residents use" telephone number.

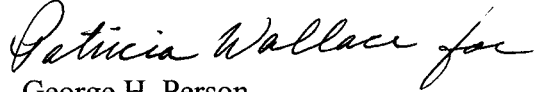
(6) A reimbursement sentence needs to be added, i.e., "If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall."

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. As stated in your report, owner notification is expected to begin during March 2005. Therefore, the first quarterly report will be due by July 30, 2005.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at [patricia.wallace@nhtsa.dot.gov](mailto:patricia.wallace@nhtsa.dot.gov) or [delia.lopez@nhtsa.dot.gov](mailto:delia.lopez@nhtsa.dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Wallace for".

George H. Person  
Chief, Recall Management Division