



NEW FLYER

15 March, 2005

George H. Person, P.E.
Chief, Recall Management Division
US DOT – National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-215)
400 Seventh St. S.W.
Washington, DC 20590

RECEIVED
NVS-215

2005 MAR 16 A 11: 56

OFFICE OF
DEFECTS INVESTIGATION

Subject: Safety Recall No. 05E-015 Webasto Product North America Inc. - Burner Tubes.

Dear George:

This letter is written in response to New Flyer's receipt of the recall notice issued by Webasto Product North America Inc. for NHTSA recall 05E-015, which effects DBW 2010 and scholastic coolant heaters, and service part burner tubes (PN 303046/26533A) incorporated into coolant heaters, manufactured after November 2002 and prior to February 5, 2005.

Webasto has provided New Flyer with the part numbers and shipping dates for the product in question. Production records were examined and we determined that the components in question, specifically the burner tubes, were installed on 28 production vehicles. New Flyer will contact these customers with parts and instructions on how to complete this recall. Product currently in our Parts Department inventory was quarantined, inspected and matched against shipment received dates. Failed units were returned to vendor for disposal. Shipping records were cross matched to determine if the components in question were shipped to customers. These customers have also been successfully identified and the list of affected customers forwarded to Webasto for their action.

New Flyer is in agreement with Webasto that this is a safety recall and New Flyer is filing the appropriate 573 report (see attached). New Flyer will forward quarterly reporting information to Webasto for the 28 units in the field, Webasto will continue to manage all quarterly reporting.

If you have any further questions please contact me by phone (204) 934-4876, Fax (204) 224-0248 or via email kerry_legg@newflyer.com.

Sincerely,

Kerry Legg
Safety and Compliance Manager
Customer Service Support

cc: H. Peper, C. Murray, D. Bean, S. Halbesma

Attachments: 573 Defect Report, Sample Letter to Customer

**Headquarters/
Winnipeg Facility**

711 Kernaghan Ave.
Winnipeg, Manitoba
R3C 3T4 Canada

Ph: (204) 224-1251
Fx: (204) 224-0551
e-mail: buses@newflyer.com

**Customer
Services**

25 DeBaets St.
Winnipeg, Manitoba
R2J 4G5 Canada

Ph: (204) 982-8400

**Winnipeg Service
Support Center**

111 Elan Blvd.
Winnipeg, Manitoba
R2J 4H1 Canada

Ph: (204) 982-9128
Fx: (204) 233-4857

**New Jersey Service
Support Center**

808 Garfield Ave.
Jersey City, New Jersey
07305-4423 USA

Ph: (201) 369-1200
Fx: (201) 369-0345

**New Product
Development**

Unit 7, 45 Beghin Ave.
Winnipeg, Manitoba
R2J 4B9 Canada

Ph: (204) 982-8413
Fx: (204) 654-4941

**Crookston
Facility**

214 5th Ave. SW
Crookston, Minnesota
56716 USA

Ph: (218) 281-5752
Fx: (218) 281-5672

**St. Cloud
Facility**

6200 Glenn Carlson Dr.
St. Cloud, Minnesota
56301 USA

Ph: (320) 203-0576
Fx: (320) 203-0584

Safety Defect Report Guide for Vehicles
PART 573 Defect Report¹

On or about February 24, 2005, New Flyer was contacted by Wabasto Product North America “Wabasto” and was informed by Wabasto that a defect, which relates to motor vehicle safety, exists in items of motor vehicle equipment provided by Wabasto to New Flyer (NHTSA – ODI recall number 05E-015). New Flyer is therefore furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports of the New Flyer vehicles that will be corrected according to 05E-015.

Date this report was prepared: March 14, 2005

Identify the full corporate name of the manufacturer of the recalled vehicles. If the recalled vehicles are imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

New Flyer, 25 Debaets Street, Winnipeg, MB, Canada, R2J 4G5

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

Kerry Legg, Safety and Compliance Manager

Telephone Number: (204) 934-4876

Fax No.: (204) 224-0248

Name and Title of Person who prepared this report.

Kerry Legg

Safety and Compliance Manager

Signed:

I. Identify the Recalled Vehicles to Receive the Recalled Items of Equipment

2. Identify the Vehicles Involved:

Make: NF Transit **Model:** D40LF, D35LF (w/optional component - Auxiliary Heater)

Model Year: 2003-2004

II. Identifying the Recall Population

3. Furnish the total number of vehicles that will be repaired according to 05E-015.

Total Number Potentially Affected by the Recall: 28

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

Identify and describe how the recall population was determined:

Refer to 05E-015

III. Describe the Defect

5. Describe the defect.

Refer to 05E-015

IV. Provide the Chronology in Determining the Defect

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.

Refer to 05E-015

V. Identify the Remedy

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

Refer to 05E-015

VI. Identify the Recall Schedule

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

Refer to 05E-015

VII. Furnish Recall Communications

8. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect and which are sent to more than one manufacturer, distributor, or purchaser:

Refer to 05E-015



15 March, 2005

"Contact Name"
"Customer Name"
"Customer Address"

Re: Recall 05E-015 – Wabasto DBW 2010 and Scholastic Heater Burner Tubes

Dear "Contact Name",

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" are affected:

Make: New Flyer Transit Vehicle
Model: "Model"
VIN Range (last 6 digits): "VIN range"

We regret any inconvenience which this action may cause you. However, we are concerned about your safety. We recommend that until the replacement parts for completion of this recall arrive at your site, that the Webasto heater units be disabled from functioning. This is accomplished by tripping and tagging the two (2) circuit breakers for the heater which power the unit. For specific information with regards to component function, circuit breaker location and disabling the unit, contact either your Regional Product Support Manager "RPSM" or New Flyer Customer Services at (204) 934-4874.

This recall is being managed by New Flyer in conjunction with Wabasto Product North America, Inc. Wabasto will furnish the parts and New Flyer will provide the Instruction to Service (ITS) required to accomplish the recall. Labor is to be filed as a Warranty Claim to New Flyer Warranty Department.

If we fail, or we are unable to remedy this defect without charge and, within a reasonable time, you may submit a written complaint to:

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.

**Headquarters/
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25 DeBaets St.
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**Winnipeg Service
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111 Elan Blvd.
Winnipeg, Manitoba
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Ph: (204) 982-9128
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214 5th Ave. SW
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Fx: (218) 281-5672

**St. Cloud
Facility**

6200 Glenn Carlson Dr.
St. Cloud, Minnesota
56301 USA

Ph: (320) 203-0576
Fx: (320) 203-0584

www.newflyer.com

Thank you for your attention to this important matter.

Sincerely,

Kerry Legg
Safety and Compliance Manager
New Flyer Customer Service Support

cc: "RPSM"
NFIL Warranty Mgr.