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NVS-215

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22 March, 2005

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

OFFICE OF  
DEFECTS INVESTIGATION

OSV-116

(6 Pages)

Subject: Safety Recall – Radius Rod Bracket - New Flyer Part Number 069823.

Dear Sir or Madam:

This letter is written to inform you of New Flyer Industries intention to recall a bracket assembly, which manufactured by Pritchard Metalfab Inc. and installed by New Flyer, on vehicles equipped with the Meritor FH946 front axle assemblies, manufactured between April 2004 and February 2005.

A defect was determined during production and consists of a missing weld on the subject bracket. The lack of weld has been determined to reduce the fatigue life of the bracket from 12 years to 6 years. Production records were examined and we determined that the components in question, were installed on 176 production vehicles. Current calculations indicate that approx. 1% of these vehicles will be effected. New Flyer will contact these customers with parts and instructions on how to complete this recall.

Product currently in our Production and Parts Department inventories were quarantined and inspected. Failed units were returned to vendor for disposal. Shipping records were cross matched to determine if the components in question were shipped to customers, and none were supplied as an aftermarket part.

New Flyer is in agreement with Pritchard Metalfab that this is a safety recall and New Flyer is filing the appropriate 573 report (see attached). New Flyer will manage all quarterly reporting for this recall.

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](mailto: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](mailto: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 5<sup>th</sup> 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 Report**<sup>1</sup>

**On or about March 3, 2005, New Flyer Industries Ltd. contacted Pritchard Metalfab Inc. to inform them that a defect, which relates to motor vehicle safety, exists in items of motor vehicle components provided by Pritchard Metalfab to New Flyer. 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.**

**Date this report was prepared:** 21 March, 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 Industries Ltd., 25 Debaets Street, Winnipeg, MB, Canada, R2J 4G5

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

Kerry Legg, Safety and Compliance Manager

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**Telephone Number:** (204) 934-4876

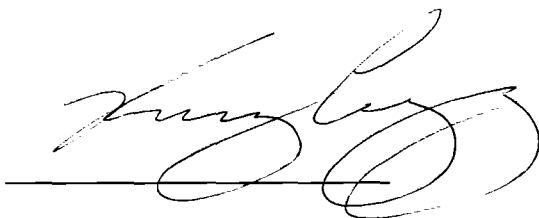
**Fax No.:** (204) 224-0248

**Name and Title of Person who prepared this report.**

Kerry Legg

Safety and Compliance Manager

**Signed:**



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

### **2. Identify the Vehicles Involved:**

**Make:** NF Transit **Model:** D30LF, D35LF, D40LF, D60LF, C35LF, C40LF, DE40LF

**Model Year:** 2004-2005

## **II. Identifying the Recall Population**

### **3. Furnish the total number of vehicles that will be repaired.**

**Total Number Potentially Affected by the Recall:** 178

### **4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect:** 1%

### **Identify and describe how the recall population was determined:**

All New Flyer vehicles manufactured between April 2004 and Feb 2005 incorporating the Meritor FH946 front axle assembly utilizing New Flyer Part Number 069823.

## **III. Describe the Defect**

### **5. Describe the defect.**

Defect is the absence of a weld on a bracket 069823 which are the radius rod attachment points between the coach frame and the front axle assembly.

## **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.**

3 March 2005, - Defect was discovered in production, suspect parts quarantined.

4 March 2005, - Non-conforming parts were determined to have a 25% increase in stress, resulting in a 50% decrease in fatigue life, part life expectancy therefore reduced to 6 years. Vendor was contacted, to determine potential number of vehicles effected.

7 March 2005 - Inventory inspection completed at production and after-sales, all effected parts removed from inventory.

10 March 2005 - All mid-production vehicles inspections and corrections completed.

18 March 2005 - Discussions with vendor determined parts found to be non-conforming estimated to be 1% of total parts manufactured.

## **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.**

All New Flyer vehicles manufactured between April 2004 and Feb 2005 with the Meritor FH946 front axle will be inspected for existence of necessary weld on subject brackets. Brackets which are identified as non-conforming will be replaced by New Flyer.

## **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.**

All effected customers to be contacted on or before the 30<sup>th</sup> of March 2004.

## **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:**

See attached sample customer contact letter.



24 March, 2005

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

Re: **Recall 05E-015 – Pritchard Metalfab Radius Rod Bracket, New Flyer PN 069823**

Dear "Contact Name",

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

New Flyer has decided 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. The subject components require inspection to determine if, during their manufacture, a weld bead was omitted. Absence of the bead will decrease the service life of the bracket from 12 years to 6 years. Instructions will be forwarded to you soon for inspection for the missing weld, and replacement procedures if the weld is missing.

For specific information or assistance with regards to this defect, contact either your Regional Product Support Manager "RPSM" or New Flyer Customer Services at (204) 934-4874. If you no longer own this vehicle, please inform us when you call.

Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

This recall is being managed by New Flyer Ind. in conjunction with Pritchard Metalfab Inc. Pritchard 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 the New Flyer Warranty Department.

**Headquarters/  
Winnipeg Facility**

711 Kernaghan Ave.  
Winnipeg, Manitoba  
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Ph: (204) 224-1251  
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**Customer  
Services**

25 DeBaets St.  
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Ph: (204) 982-8400

**Winnipeg Service  
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**New Jersey Service  
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**St. Cloud  
Facility**

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

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

The inspection will take about 0.5 hours to complete. The replacement of the brackets (if required) will take 2 man hours per bracket. Failed components must be returned to New Flyer. 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.

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 (888) 327-4236.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Kerry Legg", with a long horizontal flourish extending to the right.

**Kerry Legg**  
Safety and Compliance Manager  
New Flyer Customer Service Support

cc: "RPSM", Joe Funari, Hans Peper, Cliff Murray, Don Bean, Scott Halbesma.