



NEW FLYER

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24 August, 2005

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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

Subject: Safety Recall – Flange Fitting Assembly - New Flyer Part Number 063052.

05V-370
(11 pages)

Dear Sir or Madam:

This letter is written to inform you of New Flyer Industries intention to recall a flange fitting assembly, which is manufactured by Berendson Fluid Power and installed by a subcontractor for New Flyer, on vehicles equipped with the subject assemblies, manufactured between September 2004 and July 2005.

A defect was determined during production and consists of leaking of hydraulic fluid at the flange fitting due to improper installation procedures. Improper installation could compromise the sealing qualities of the internal O-ring of the flange. Hydraulic leaks at this location have the potential of spraying hydraulic fluid onto hot surfaces and igniting.

Production records were examined and we determined that the components in question, were installed on 665 production vehicles. Current calculations indicate that approx. 10% of these vehicles will be effected. New Flyer will contact these customers with parts and instructions on how to complete this recall.

Berendson is supplying a new component as a one-for-one replacement with the subject fitting and specific installation instructions. The new component has improved sealing qualities. New component will be offered as a direct replacement for all after market part purchases.

New Flyer is in agreement with Berenson Fluid Power 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 .

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

www.newflyer.com

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On 15 August, 2005, 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: 19 August, 2005

Furnish the manufacturer's identification code for this recall (if applicable): N/A

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.

Mr. Kerry Legg,
Safety and Compliance Manager
PH: 204-934-4876
Fax: 204-224-0248

Name and Title of Person who prepared this report.

Kerry Legg, Safety and Compliance Manager

Signed:



¹Each 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(s): NEW FLYER Model Years Involved: 2004-2005 Model(s): D40i

Production Dates: Beginning: September 2004 Ending: July 2005

VIN Range: Beginning: 027379 Ending: 027379

VIN Range: Beginning: 027621 Ending: 027640

VIN Range: Beginning: 027972 Ending: 027984

VIN Range: Beginning: 028143 Ending: 028154

Vehicle Type: Heavy Duty Transit Bus Body Style: Low Floor

Make(s): NEW FLYER Model Years Involved: 2004-2005 Model(s): D30LF

Production Dates: Beginning: September 2004 Ending: July 2005

VIN Range: Beginning: 027352 Ending: 027354

VIN Range: Beginning: 027641 Ending: 027642

Vehicle Type: Heavy Duty Transit Bus Body Style: Low Floor

Make(s): NEW FLYER Model Years Involved: 2004-2005 Model(s): C30LF

Production Dates: Beginning: September 2004 Ending: July 2005

VIN Range: Beginning: 027881 Ending: 027890

Vehicle Type: Heavy Duty Transit Bus Body Style: Low Floor

Make(s): NEW FLYER Model Years Involved: 2004-2005 Model(s): D35LF

Production Dates: Beginning: September 2004 Ending: July 2005

VIN Range: Beginning: 027197 Ending: 027250

Vehicle Type: Heavy Duty Transit Bus Body Style: Low Floor

Make(s): NEW FLYER **Model Years Involved:** 2004-2005 **Model(s):** D40LF

Production Dates: **Beginning:** September 2004 **Ending:** July 2005

VIN Range: **Beginning:** 027196 **Ending:** 027196

VIN Range: **Beginning:** 027274 **Ending:** 027278

VIN Range: **Beginning:** 027306 **Ending:** 027347

VIN Range: **Beginning:** 027380 **Ending:** 027461

VIN Range: **Beginning:** 027473 **Ending:** 027475

VIN Range: **Beginning:** 027643 **Ending:** 027818

VIN Range: **Beginning:** 028048 **Ending:** 028141

Vehicle Type: Heavy Duty Transit Bus **Body Style:** Low Floor

Make(s): NEW FLYER **Model Years Involved:** 2004-2005 **Model(s):** C40LF

Production Dates: **Beginning:** September 2004 **Ending:** July 2005

VIN Range: **Beginning:** 027251 **Ending:** 027273

VIN Range: **Beginning:** 027866 **Ending:** 027880

VIN Range: **Beginning:** 027926 **Ending:** 027971

VIN Range: **Beginning:** 028038 **Ending:** 028047

Vehicle Type: Heavy Duty Transit Bus **Body Style:** Low Floor

Make(s): NEW FLYER **Model Years Involved:** 2004-2005 **Model(s):** L40LF

Production Dates: **Beginning:** September 2004 **Ending:** July 2005

VIN Range: **Beginning:** 027355 **Ending:** 027355

VIN Range: **Beginning:** 027476 **Ending:** 027526

Vehicle Type: Heavy Duty Transit Bus **Body Style:** Low Floor

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

Recalled vehicles employ the Four Bolt Flange Assembly (kit) PN063052 in the fan drive hydraulic circuitry, and were manufactured between Sep 2004 and Jul 2005.

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.

46.9 %

II. Identify the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
D40i	2004-2005	47
D30LF	2004-2005	5
C30LF	2004-2005	10
D35LF	2004-2005	54
D40LF	2004-2005	403
C40LF	2004-2005	94
L40LF	2004-2005	52

Total Number Potentially Affected by the Recall: 665

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: <10%

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:

Leaks in the fan drive systems as described in section III part 5 of this report, began occurring in November of 2004. The subject Flange assembly including O-ring have not had a design change since their incorporation into our hydraulic fan systems in 1996. Investigation determined that the torque specifications and procedures used in production had not been properly defined by the manufacture of the flange and motor housing. As a result all vehicles with the subject assembly will be recalled and replaced with a new assembly from 2 months prior to the first reported occurrences of leaks, up to the incorporation of the new assembly with defined torque specifications and installation instructions from the component manufacture.

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.

A hydraulic four bolt flange assembly (PN063052) designed to incorporate an O-ring (PN6346417) for sealing purposes was improperly torqued (see attached drawing "Component Identification.jpg"). The result is the flange seal leaks hydraulic fluid. The subject components have a high "infant mortality" rate with failures typically occurring within the first 1000 miles (discovered during factory road testing).

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

Torque procedures and installation instructions unavailable to production personnel. The O-ring becomes damaged during the tightening of the flange fitting bolts as it is pinched between the two mating surfaces. Damage to the O-ring compromises the seal allowing hydraulic fluid to escape.

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

Due to location of leak, the hydraulic fluid could transmit to a hot surface and ignite.

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

(b) Hydraulic fluid evident below the flange assembly on fan motor housing is an indication of damage and the failure of the O-ring to seat.

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

Berendsen Fluid Power
1521 Dublin Ave.
Winnipeg MB.
R3E 3N2

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

Buck Anthony
Mobile Sales Director

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.

28 Jun 05, a high rate of failures was detected on newly manufactured buses during road testing. This initiated an investigation at local level. Suppliers were contacted to determine if changes had been made to the flange kit assembly, as the specific installation has had no revisions since 1996. Delivery of buses suspended until cause determined. Parts shipment records, and warranty claims for subject components are examined. Production records showed failures with limited occurrence since November of 2004. Under the assumption that a bad batch of parts had made it's way into production, new parts certified by and direct shipped from the manufacturer were sent to buses enroute to customer for inspection and change out.

30 Jun 05, Shipment of buses to customer resumes with certified parts installed at private contractors. Thermal event occurs in evening of July 30th on a bus ½ hour after new parts installed by contractor. Damage minimal, but all deliveries suspended again.

4 Jul 05, Deliveries resume after determination that installation torque on fitting done by contractor was incorrect resulting in a major leak.

19 Jul 05, Buses manufactured as far back as March of 2004 inspected, with no issues apparent prior to production occurrences in November 2004.

26 Jul 05, Attempts to recreate failure using static pressure tests of 8000 psi. and dynamic tests for 30 hours are unsuccessful.

8 Aug 05 Berenson Fluid Power proposes a replacement component with better sealing qualities as a product improvement.

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.

Flange manufacture will replace all assemblies in the field which were installed since October 2004 with a new component being offered as a product improvement.

Flange manufacture is providing the appropriate torque recommendations for installation to New Flyer, as well as including these instructions in the kits determined for after-market sales.

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

Remedy assembly has the proper O-ring groove volume to create a positive seal and specific torquing instructions. Instruction will also be included in the after-market assembly kit.

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.

Procedures put in place in New Flyer Production in as of August 2005. Remedy same as for in the field.

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.

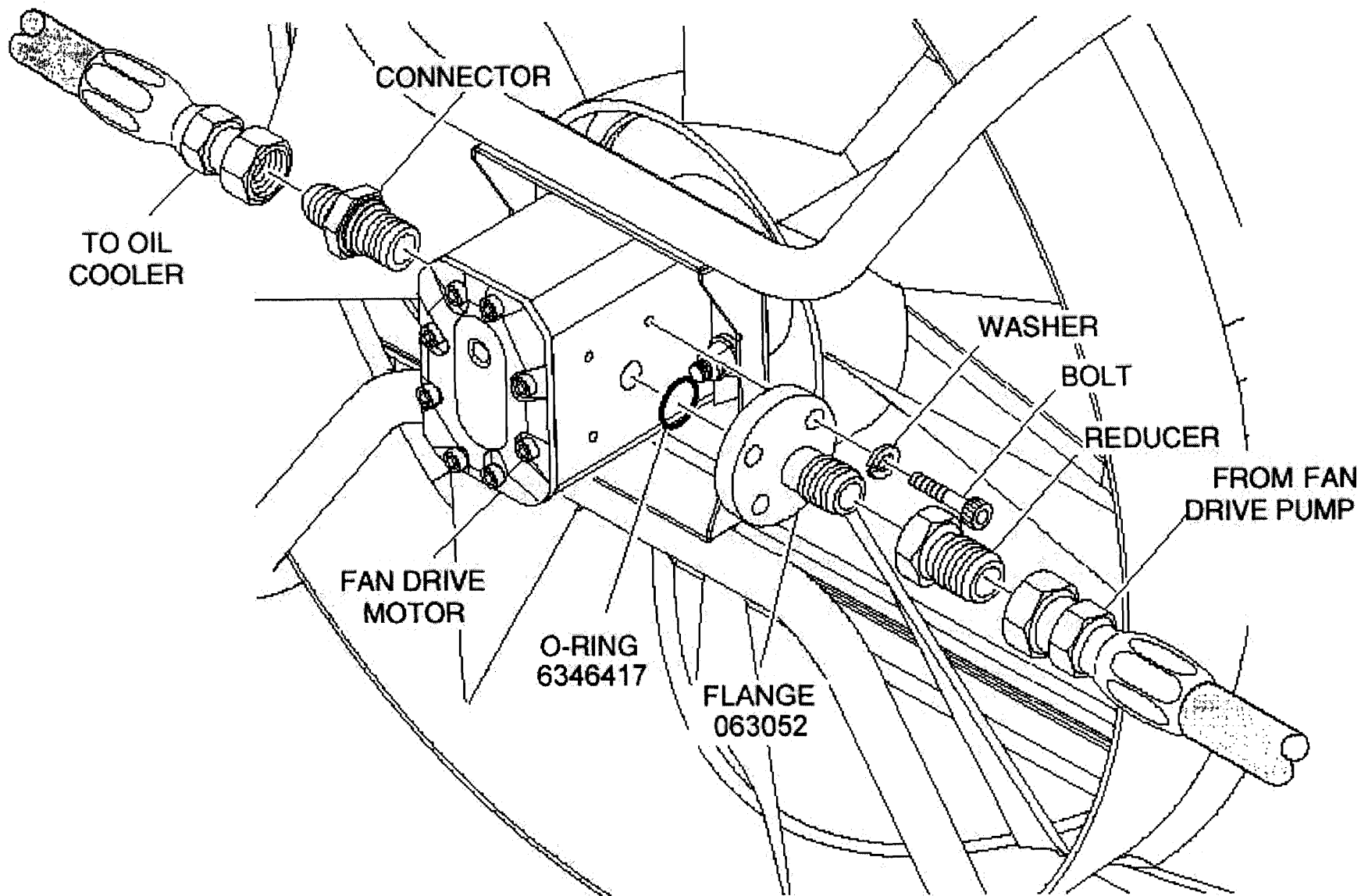
Due to the typical failure mode (within 1 month of delivery) buses manufactured in 2005 will be completed first. The campaign will then expand to incorporate buses manufactured in 2004.

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.





22 August, 2005

<<Name>>
<<Title>>
<<Company>>
<<Address 1>>
<<Address 2>>

Re: **Recall 05V-XXX – Hydraulic Fan Motor Flange Assembly New Flyer PN 063052**

Dear <<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 <<Company>> are affected:

Make: New Flyer Transit Vehicle

Model:

VIN Range (last 6 digits): XXXXXX to XXXXXX.

We regret any inconvenience which this action may cause you. However, we are concerned about your safety. The subject components require replacement due to incorrect installation of the component supplied by Berendson Fluid Power. An improved replacement component is to be installed.

Incorrect installation procedures may cause damage to the O-ring of the flange assembly, compromising the sealing capability of the O-ring. Leaks caused due to damaged O-rings could cause hydraulic fluid to be sprayed onto hot surfaces and ignite.

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 for Berendson Fluid Power. We will furnish the parts and labor required to accomplish the recall in accordance with an Instruction to Service (ITS) #2692.

**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

The replacement of the subject flange fitting assembly will take approx. 30 minutes. Failed components will be scrapped. 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,

Kerry Legg
Safety and Compliance Manager
New Flyer Customer Service Support

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