



Date

Addressee

Address1

Address2

Address3

Subject: **Recall 04E-051/05V-320 – Detroit Diesel Series 40 Recall Campaign 04C-1 Turbocharger Replacement**

Dear **Addressee**,

New Flyer Industries has decided that a defect which relates to motor vehicle safety exists in certain transit buses manufactured by New Flyer, that are powered by a Detroit Diesel Series 40 engine. This safety recall was initiated based on information provided by Detroit Deisel Corp.

The affected engines were built from January 1, 1997, through October 31, 2002, and have an Engine Serial Number within the range of 06N0003000 to 06N0007404.

It has been determined that some of these engines are installed on the following New Flyer vehicles, which were sold to **Address1**:

Make: New Flyer Transit Vehicle

Model:

VIN Range (last 6 digits):

The defect involves the potential for turbocharger compressor wheel failure and back-plate failure, and can result in lubricating oil passing into the engine compartment and impinging on hot surfaces. This can result in a fire in the engine compartment. The vehicles will need to be inspected to confirm the type of turbocharger on the vehicle, and replace it, if necessary, with an improved turbocharger with a bore-less compressor wheel and reinforced back-plate with improved attachment.

New Flyer urges you to immediately contact your nearest Detroit Diesel Distributor for corrective action. This will be done without charge to you. The time needed to perform this corrective action is approximately 3.0 hours.

Once completed a label will be affixed to the valve cover "**CAMPAIGN 04C-1 COMPLETED**".

**Headquarters/
Winnipeg Facility**

711 Kernaghan Ave.
Winnipeg, Manitoba
R3C 3T4 Canada

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

**Customer
Services**

25 DeBaets St.
Winnipeg, Manitoba
R2J 4G5 Canada

Ph: (204) 982-8400

**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
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**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

If you are a leaser of vehicles which are affected, it is required that any vehicle leaser receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

If you had this installation done 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. For more information please contact:

Warranty Administration,
Detroit Diesel Corporation,
13400 Outer Drive West,
Detroit, MI 48239,

or call (313) 592-5791.

Should you have any questions or difficulties regarding this program, or need to locate your nearest Detroit Diesel Distributor, please contact their Customer Service Dept. (313) 592-5000. You can also contact your local New Flyer Regional Product Support Manager, **RPSM**, or if you have any additional questions, feel free to contact me by phone at (204) 934-4876 or through email at kerry_legg@newflyer.com.

We regret any inconvenience which this action may cause you. However, we are concerned about your safety. If your dealer 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 1-888-327-4236, (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,

Kerry Legg
Safety & Compliance Manager
Customer Services Head Office

cc: **RPSM**, Cliff Murray, Don Bean, Scott Halbesma, Todd Sutherland

Additional Note:

In accordance with 49 CFR 577.10: This is a re-notification of a recall that was started in the fall of 2004. As a result this recall may already have been performed on your vehicles.