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RECALL MANAGEMENT DIVISION

12 March 2007

07V-103
(10 pages)

George Person
Chief, Recall Management Division
National Highway Traffic Safety Administration
400 - 7th St. S.W.
Washington, DC 20590

Subject: 07E-013 – Graham White Air Dryers

Dear Mr. Person:

The attached is New Flyer's submission for recall status with regards to the subject equipment recall.

New Flyer will be contacting owners requesting inspection of the affected vehicles and will be replacing the defective air dryers when found.

Sincerely,

Kerry Legg
Safety & Compliance Manager
Customer Services Head Office

Enclosure: 573 Defect Report
Sample Customer Letter

cc: Hans Peper, Cliff Murray, Don Bean, Scott Halbesma, Tony Sutton, Dan Morris, Todd Guy.

**Headquarters/
Winnipeg Facility**

711 Kernaughan Avenue
Winnipeg, Manitoba
R2C 3T4 Canada

Ph: (204) 224-1251
Fs: (204) 224-0551
E: bussalhs@newflyer.com

**Customer
Services**

25 DeBaets Street
Winnipeg, Manitoba
R2J 4G5 Canada

Ph: (204) 982-8400

**New Jersey Service
Support Center**

808 Garfield Avenue
Jersey City, New Jersey
07305-4423 USA

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

**New Product
Development**

Unit 7, 45 Beghin Avenue
Winnipeg, Manitoba
R2J 4B9 Canada

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

**Crookston
Facility**

214 5th Avenue SW
Crookston, Minnesota
56716 USA

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

**St. Cloud
Facility**

6200 Glenn Carlson Drive
St. Cloud, Minnesota
56301 USA

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

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

On February 28, 2007, New Flyer Industries Canada ULC 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: 5 March 2007

Furnish the manufacturer's identification code for this recall (if applicable): R07-004

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 Canada ULC
25 DeBates St.,
Winnipeg, MB Canada
R2J 4G5

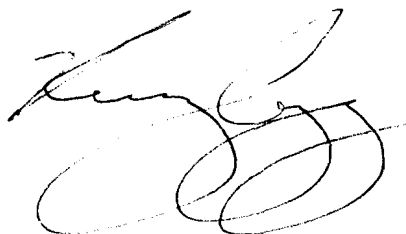
Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Mr. Kerry Legg
Safety & Compliance Manager
Telephone Number: (204) 934-4876
Fax No.: (204) 224-0248

Name and Title of Person who prepared this report.

Same as above

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.

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: New Flyer **Model Years Involved:** 2006 – 2007 **Model:** C40LFR

Production Dates: Beginning: November 2006 **Ending:** February 2007

VIN Range: Beginning: 030760 **Ending:** 030762

VIN Range: Beginning: 031043 **Ending:** 031067

Vehicle Type: Heavy Duty Transit Bus **Body Style:** Compressed Natural Gas 40 Foot Low Floor Restyled

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

Recalled vehicle has a Graham White air dryer model QBA15 manufactured between July and December of 2006. List of Serial Numbers for defective units is available. New replacement units have "G" and "C" stamped on air dryer timer manifold.

Make: New Flyer **Model Years Involved:** 2006 – 2007 **Model:** D40LF

Production Dates: Beginning: July 2006 **Ending:** February 2007

VIN Range: Beginning: 029812 **Ending:** 029946

VIN Range: Beginning: 030330

VIN Range: Beginning: 030749 **Ending:** 030757

VIN Range: Beginning: 030789 **Ending:** 030933

Vehicle Type: Heavy Duty Transit Bus **Body Style:** Diesel 40 Foot Low Floor

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

Recalled vehicle has a Graham White air dryer model QBA15 manufactured between July and December of 2006. List of Serial Numbers for defective units is available. New replacement units have "G" and "C" stamped on air dryer timer manifold.

Make: New Flyer **Model Years Involved:** 2006 **Model:** D40LFR

Production Dates: Beginning: July 2006 **Ending:** October 2006

VIN Range: Beginning: 029415 **Ending:** 029519

VIN Range: Beginning: 030157 **Ending:** 030168

Vehicle Type: Heavy Duty Transit Bus **Body Style:** Diesel 40 Foot Low Floor Restyled

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

Recalled vehicle has a Graham White air dryer model QBA15 manufactured between July and December of 2006. List of Serial Numbers for defective units is available. New replacement units have "G" and "C" stamped on air dryer timer manifold.

Make: New Flyer **Model Years Involved:** 2006 – 2007 **Model:** DE41LF

Production Dates: Beginning: December 2006 **Ending:** January 2007

VIN Range: Beginning: 030934 **Ending:** 030943

Vehicle Type: Heavy Duty Transit Bus **Body Style:** Diesel-Electric 41 Foot Low Floor

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

Recalled vehicle has a Graham White air dryer model QBA15 manufactured between July and December of 2006. List of Serial Numbers for defective units is available. New replacement units have “G” and “C” stamped on air dryer timer manifold.

Make: New Flyer **Model Years Involved:** 2006 – 2007 **Model:** D41LF

Production Dates: Beginning: July 2006 **Ending:** February 2007

VIN Range: Beginning: 029657 **Ending:** 029706

VIN Range: Beginning: 029773 **Ending:** 029811

VIN Range: Beginning: 030547 **Ending:** 030731

Vehicle Type: Heavy Duty Transit Bus **Body Style:** Diesel 41 Foot Low Floor

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

Recalled vehicle has a Graham White air dryer model QBA15 manufactured between July and December of 2006. List of Serial Numbers for defective units is available. New replacement units have “G” and “C” stamped on air dryer timer manifold.

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.

27%

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>
C40LFR	2006 – 2007	28
D40LF	2006 – 2007	290
D40LFR	2006	117
DE41LF	2006 – 2007	10
D41LF	2006 – 2007	274

Total Number Potentially Affected by the Recall: 719

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: (100/719 Vehicles) x 353 air dryers = 49%

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:

New Flyer has been supplied with a listing of serial numbers for 353 defective air dryers supplied to New Flyer during the time period from July to December of 2006.

Recalled Models include all buses from production orders which included the Graham-White air dryer, and which were in the process of being built before, during and after the time period during which the defective dryers were delivered to New Flyer production facilities.

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.

Refer to 07E-013

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

Refer to 07E-013

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

Refer to 07E-013

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

Refer to 07E-013

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

Graham White Manufacturing Company
1209 Colorado Street
PO Box 1099
Salem, VA 24153

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

Leonard Wedge
Manager of Engineering

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.

Refer to 07E-013

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.

N/A

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.

A list of serial numbers for defective air dryers sold to New Flyer has been furnished by the manufacture. Buses built during the specified time period for receipt of defective air dryers will be inspected and serial numbers compared to listing. Air dryers with serial numbers matching the list will be removed and replaced.

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

Refer to 07E-013

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.

Defect was limited to a specific time period, all buses manufactured prior to, during and after the specified period are to be inspected.

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.

Recall will commence once sufficient quantities of known good replacement components is available.

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.



NEW FLYER

Date
Addressee
Address1
Address2
Address3

**Subject: Recall 07E-013/07V-XXX – Graham White Mfg. Air Dryers
Component Replacement – Defective Timer Modules.**

Dear **Addressee**,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. 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 equipped with a Graham Whiter Air Dryer assembly. This safety recall was initiated based on information provided by Graham White Manufacturing Inc.

The affected buses were built during the period from July 2006 to December 2006. It has been determined that the defective components may have been installed on New Flyer vehicles, which were sold to **Address1**:

Make: New Flyer Transit Vehicle

Model:

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

The defect involves a defective timer modules which may allow sufficient quantities of moisture to enter and effect the operation of the vehicle air brake system. Failure of the air brake system due to moisture could result in a crash.

We strongly recommend that the above mentioned buses be inspected to determine if the effected air dryer assemblies have been installed, and if found, be replaced with an improved unit.

For information on coordinating efforts to complete this recall in a timely manner, please contact your Regional Product Support Manager, **RPSM** or New Flyer Customer Services at (204) 934-4874.

**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
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

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.

This recall is to be performed without cost to you. All claims for parts or labor are to be submitted as a warranty claim to New Flyer referencing the subject recall number. 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.

We regret any inconvenience which this action may cause you. However, we are concerned about your safety and the safety of your passengers. If New Flyer is unable to correct this defect 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**, Hans Peper, Cliff Murray, Don Bean, Scott Halbesma, Todd Sutherland