NEW FLYER

28 January, 2008

08V-053
(7 pages)

George Person
Head - Recall Management Division
US DOT – National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-215)
1200 New Jersey Ave. SE,
Washington, DC 20590

Subject: **Safety Recall – Rooftop Air Conditioning, Evaporator Drain Lines.**

Dear Mr. Person:

This letter is written to inform you of New Flyer Industries' intention to conduct a recall on the installation routing of rooftop evaporator drain lines, originally installed by New Flyer on certain models of sixty foot high floor buses with Thermo King rooftop air conditioning units.

The defect was determined after a Preliminary Evaluation (PE07-053) was opened by National Highway Traffic Safety Administration as a result of two confirmed thermal events, resulting from damage to, or restriction of the drain lines, due to installation design.

Post fire analysis indicated that the drain line for the roof top evaporator has the potential to make contact with an interior lighting panel ballast assembly once the panel is closed and secured. The ballast assemblies are attached to the inboard side of each lighting panel and each controls a fluorescent lamp, contact with the drain line is not evident with the panels in the closed position. Contact can result in either damage to the drain line, which introduces moisture into the lighting panel, or restriction of the line which results in a back-up and overflow of moisture through the fresh air return vent and back into the lighting panel.

Moisture in sufficient quantities within the lighting panel may result in a shorting of the electrical components and fire.

The corrective action involves the incorporation of an elbow fitting into the drain line as it enters the lighting panel from the roof, to promote clearance between the drain line and the lighting ballast assembly.

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The recall population was based on engineering installation records of buses with Thermo King air conditioning rooftop evaporator units with similar interior lighting panels, and by physical/visual inspections of those fleets suspected to be effected.

Most of the buses originally identified in PE07-053, as having a similarly designed installation, have been inspected and are proven to have sufficient clearance to the evaporator drain hose due to the physical positioning of the rooftop unit, and length/positioning of lighting panels (and ballast assemblies) incorporated inside of the bus. Inspections continue on older models and fleets, if any are found to exhibit the design fault, the recall population will be expanded to include those vehicles.

New Flyer will contact the customers who purchased buses identified as having the fault, with parts and instructions on how to complete this recall.

New Flyer is filing the appropriate 573 defect report (see attached) and will manage all quarterly reporting for this recall.

If you have any further questions please contact me.

Sincerely,

Kerry Legg
Safety & Compliance Manager
Customer Services Head Office

cc: H. Peper, C. Murray, A. Farrant, D. Bean, S. Halbesma, T. Sutherland

Attachments: 573 Defect Report,
Sample Letter to Customer,

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report[1]

On 25 January 2008, New Flyer Industries Canada ULC [MFR] 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: 28 January 2008

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 Canada ULC

Customer Services Head Office

25 DeBaets 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:

[1]Each 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**: **Model(s):** D60HF

Production Dates: Beginning: November 1996 **Ending**: March 2001

VIN Range: Beginning: 016517 **Ending**: 016518

VIN Range: Beginning: 016995 **Ending**: 017022

VIN Range: Beginning: 017899 **Ending**: 017938

VIN Range: Beginning: 018489 **Ending**: 018543

VIN Range: Beginning: 019316 **Ending**: 019317

VIN Range: Beginning: 019790 **Ending**: 020047

VIN Range: Beginning: 021620 **Ending**: 021626

Vehicle Type: Heavy Duty Transit Bus **Body style**: Diesel 60 foot High Floor

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall: Recalled vehicles have a rooftop air conditioning evaporator. There will be an elbow installed on the air conditioning drain line as it enters the lighting assembly panel to promote clearance between the line and components in the lighting panel.

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.

7.3%

II. Identify the Recall Population

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

Model	Year	Number of Vehicles Potentially Involved
D60HF	1996 - 2001	431

Total Number Potentially Affected by the Recall:

431

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

100%

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 identified all bus models with a Thermo King rooftop air conditioning evaporator units and similar lighting panels installed. The recall population consists of those buses which have been visually confirmed as having contact or potential for contact, between the evaporator drain line, and the lighting panel ballast assembly where the drain line enters the bus roof. The majority of buses with this combination of components do not have an interference issue due to evaporator unit mounting location on the roof and/or lighting panel size (length) and location within the vehicle.

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.

The drain line for the roof top evaporator has the potential to make contact with an interior lighting panel ballast assembly once the panel is closed and secured. The ballast assemblies are attached to the inboard side of each lighting panel and each controls a fluorescent lamp. The drain line enters the lighting panel area through a hole in the roof. Contact with the evaporator drain line is not evident with the lighting panel in the closed position. Contact can result in either damage to the drain line, which introduces moisture into the lighting panel, or restriction of the line which results in a back-up and overflow of moisture through the fresh air return vent and back into the lighting panel.

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

Designed routing of the drain line allowed for casual or continuous contact with the lighting panel ballast assembly.

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

Introduction of moisture into the lighting panel could result in the shorting out of electrical components and vehicle fire.

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

(a) high moisture in area of lighting panel, to include:
    a. fogging of the window beneath lighting panel,
    b. moisture trails on interior sidewalls and windows, and
    c. corrosion of metallic components at and below the lighting panel.
(b) Fluctuation or failure of the interior lighting circuit. Higher potential for thermal event exists if fluorescent lamp is burned out (from normal use) when moisture is present.

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

None

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

N/A

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.

4 Apr 07, a thermal event occurs at customer's fleet resulting in minor damage. Event is later proven to not be related to this issue. New Flyer is not informed of the event.
New Flyer meets with customer on 13 Apr, 16 Apr, 23 Apr, 17 May, 9 Jun – no mention of event is made.
18 Jun 07, New Flyer meets with customer, is informed of event on 4 Apr 07, no request for assistance is made.
27 Jun 07, Customer informs New Flyer that the issue will be dealt with internally, no request for assistance is made.
27 Jun 07, a second event occurs (same customer fleet) resulting in minor damage. New Flyer is not informed.
10 Jul 07, New Flyer meets with customer, no mention of events is made.
11 Jul 07, New Flyer is contacted by NHTSA Investigation Unit regarding reported fires associated with rooftop evaporator drain lines. An internal investigation revealed that the one event was reported (as seen above), but due to the minor nature the vehicle owners reported that they had elected to correct the issue on their own.
New Flyer meets with customer 16 Jul, 20 Aug - no mention of events is made.
26 Aug 07, a New Flyer senior field representative meets with customer is informed of event on 27 Jun 07, no request for assistance is received.
3 Sep 07, New Flyer meets with customer, no mention of events is made.
6 Sep 07, New Flyer issues statement to NHTSA indicating that the issue is being dealt with by the customer.
17 Sep 07, New Flyer meets with customer, no mention of events is made.
10 Oct 07, a third event occurs (same customer fleet), resulting in moderate damage. New Flyer is not informed.
12 Oct 07, New Flyer meets with customer, no mention of events is made.
17 Oct 07, NHTSA declares intent to open Preliminary Evaluation (PE) after receiving reports of multiple fires.
22 Oct 07, New Flyer meets with customer, no mention of events is made.
12 Nov 07, New Flyer meets with customer, no mention of events is made.
9 Nov 07, PE received by New Flyer
13 Nov 07, New Flyer informed of event on 10 October (date and vehicle identification only, no other information received), customer informs New Flyer that they now will require campaign.
21 Dec 07, New Flyer files response to PE and begins checking other models of bus and customer fleets for potentially affected buses.
15 Jan 07, New Flyer commits to conducting a field campaign with affected customer.
25 Jan 08, New Flyer declares intention to recall on all models physically confirmed to have the same issue.

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.

An elbow will be incorporated into the drain line as it enters the vehicle interior (lighting panel area) to promote clearance between the drain line and lighting panel components.

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

New drain line assembly will not have casual or continuous contact with lighting ballast assembly.

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.

A new style of lighting panel was incorporated into production in 2002 which eliminated potential for contact. Newer lighting panels are not interchangeable with old style. This model bus has been discontinued.

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.

New Flyer is preparing to modify these lines on delivered vehicles. Recall notifications to owners will be sent out within 10 days of notification receipt of this document from the NHTSA Recalls Office, and the assignment of the Recall Code.

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 electronically or 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.