



23 September 2009

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

RECEIVED  
2009 SEP 28 A 7:00  
OFFICE OF DEFECTS  
INVESTIGATION

**Subject: Safety Recall – Luminator Horizon LED Destination Signs.**

Dear Mr. Person:

This letter is written to inform you that New Flyer Industries Canada ULC and New Flyer of America inc. (together "New Flyer") has declared recall on specific components supplied to us for installation in our Heavy Duty Transit Buses.

The defect has been described by Luminator Holding, LP ("Luminator"), the manufacture of the destination sign systems, in the documentation associated with equipment recall 09E-054.

This defect is described as premature product failure caused by corrosion on the PWA connector pins. This corrosion raises the potential of pin shorting resulting in premature component failure. Failures may also result in smoke, and in rare instances, fire.

The corrective action involves the rework of the Horizon LED display side signs and side route signs with an open connector, installed on buses without a rear sign. Suspect systems have been identified as being installed on New Flyer vehicles between 2001 and 2009.

The recall population was based on Luminator and New Flyer Production Data. Luminator has offered to either go to the customer sites and effect the repairs, or compensate our customers to perform the repairs themselves.

**Headquarters/  
Winnipeg Facility**

711 Kernaghan Avenue  
Winnipeg, Manitoba  
R2C 3T4 Canada

Ph: (204) 224-1251  
Fx: (204) 224-0551  
E: bussales@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**

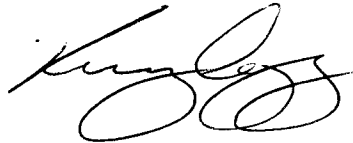
6200 Glenn Carlson Drive  
St. Cloud, Minnesota  
56301 USA

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

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,

**NEW FLYER OF AMERICA INC.**  
**NEW FLYER INDUSTRIES CANADA ULC**

A handwritten signature in black ink, appearing to read 'Kerry Legg', with a stylized, looping flourish at the end.

By: Kerry Legg  
Vehicle Safety & Regulatory Compliance Manager  
Customer Services Head Office  
(204) 934-4876

cc: Han Peper, Executive VP of Customer Services, New Flyer

Attachments: 573 Defect Report;  
Sample Letter to Customer.

Safety Defect and Noncompliance Report Guide for Vehicles

**PART 573 Defect and Noncompliance Report<sup>1</sup>**

On 16 September of 2009, New Flyer Industries Canada ULC and New Flyer of America Inc. (together "New Flyer") decided, based on information provided by Luminator Holding, LP (Luminator), 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: 23 September 2009

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

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 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.

Kerry Legg

Signed:



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<sup>1</sup>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.

**I. Identify the Vehicle Models Involved in the Recall**

**2. Identify the Vehicles Involved in the Recall:**

**Make(s):** New Flyer **Model Years Involved:** 2002 **Model(s):** C30LF

**Production Dates:** **Beginning:** May 02 **Ending:** Jun 02

**VIN Range:** **Beginning:** 024011 **Ending:** 024042

**Vehicle Type:** Transit Bus **Body style:** Compressed Natural Gas 30 Foot Low Floor

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2002, 2004 and 2007 **Model(s):** C35LF

**Production Dates:** **Beginning:** Jun 02 **Ending:** May 07

**VIN Range:** **Beginning:** 023999 **Ending:** 024010

**Beginning:** 027195 **Ending:** 027195

**Beginning:** 027282 **Ending:** 027305

**Beginning:** 031293 **Ending:** 031310

**Vehicle Type:** Transit Bus **Body style:** Compressed Natural Gas 35 Foot Low Floor

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2004 and 2006 **Model(s):** C40LF

**Production Dates:** **Beginning:** Jul 04 **Ending:** Dec 06

**VIN Range:** **Beginning:** 027002 **Ending:** 027005

**Beginning:** 027014 **Ending:** 027021

**Beginning:** 030471 **Ending:** 030525

**Vehicle Type:** Transit Bus **Body style:** Compressed Natural Gas 40 Foot Low Floor

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2006 **Model(s):** C40LFR

**Production Dates:** **Beginning:** Dec 02 **Ending:** Nov 06

**VIN Range:** **Beginning:** 029539 **Ending:** 029550

**Beginning:** 030760 **Ending:** 030762

**Vehicle Type:** 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:**

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2003 through 2006 **Model(s):** D35LF

**Production Dates** **Beginning:** Jun 03 **Ending:** Jul 06

**VIN Range:** **Beginning:** 024900 **Ending:** 024901

**Beginning:** 025645 **Ending:** 025647

**Beginning:** 027102 **Ending:** 027106

**Beginning:** 027157 **Ending:** 027157

**Beginning:** 027197 **Ending:** 027250

**Beginning:** 029742 **Ending:** 029753

**Beginning:** 030314 **Ending:** 030316

**Vehicle Type:** Transit Bus **Body style:** Diesel 35 Foot Low Floor

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2007 and 2009 **Model(s):** D35LFR

**Production Dates** **Beginning:** Aug 07 **Ending:** Jun 09

**VIN Range:** **Beginning:** 032361 **Ending:** 032364

**Beginning:** 035761 **Ending:** 035765

**Vehicle Type:** Transit Bus **Body style:** Diesel 35 Foot Low Floor Restyled

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2004 through 2006 **Model(s):** D40i

**Production Dates** **Beginning:** Jan 05 **Ending:** Oct 06

**VIN Range:** **Beginning:** 027379 **Ending:** 027379

**Beginning:** 027621 **Ending:** 027640

**Beginning:** 027976 **Ending:** 027985

**Beginning:** 028143 **Ending:** 028154

**Beginning:** 030739 **Ending:** 030745

**Vehicle Type:** Transit Bus **Body style:** Diesel 40 Foot Invero

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2002 through 2006 and 2008 **Model(s):** D40LF

**Production Dates:** **Beginning:** Jan 03 **Ending:** Apr 08

**VIN Range:** **Beginning:** 024654 **Ending:** 024704

**Beginning:** 024857 **Ending:** 024866

**Beginning:** 024876 **Ending:** 024876

**Beginning:** 024897 **Ending:** 024899

**Beginning:** 025344 **Ending:** 025353

**Beginning:** 025361 **Ending:** 025421

**Beginning:** 025639 **Ending:** 025642

**Beginning:** 025658 **Ending:** 025756

**Beginning:** 025757 **Ending:** 025768

**Beginning:** 025815 **Ending:** 025844

**Beginning:** 025885 **Ending:** 025944

**Beginning:** 026914 **Ending:** 026928

**Beginning:** 027097 **Ending:** 027101

**Beginning:** 027107 **Ending:** 027121

**Beginning:** 027473 **Ending:** 027475

**Beginning:** 027643 **Ending:** 027818

**Beginning:** 028447 **Ending:** 028447

**Beginning:** 028486 **Ending:** 028548

**Beginning:** 029072 **Ending:** 029080

**Beginning:** 030347 **Ending:** 030350

**Beginning:** 030526 **Ending:** 030536

**Beginning:** 030944 **Ending:** 030957

**Beginning:** 032873 **Ending:** 032909

**Vehicle Type:** 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:**

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2006 and 2007 **Model(s):** D40LFR

**Production Dates:** **Beginning:** Dec 02 **Ending:** Nov 06

**VIN Range:** **Beginning:** 030339 **Ending:** 030341

**Beginning:** 032308 **Ending:** 032323

**Beginning:** 032793 **Ending:** 032804

**Vehicle Type:** 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:**

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2002 through 2005 and 2007 **Model(s):** D60LF

**Production Dates** **Beginning:** Sep 02 **Ending:** May 07

**VIN Range:** **Beginning:** 024211 **Ending:** 024214

**Beginning:** 025605 **Ending:** 025633

**Beginning:** 026949 **Ending:** 026978

**Beginning:** 027462 **Ending:** 027472

**Beginning:** 027527 **Ending:** 027531

**Beginning:** 027820 **Ending:** 027835

**Beginning:** 031468 **Ending:** 031475

**Vehicle Type:** Transit Bus **Body style:** Diesel 60 Foot Low Floor

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2009 **Model(s):** D60LFR

**Production Dates** **Beginning:** Jun 09 **Ending:** Jul 09

**VIN Range:** **Beginning:** 035541 **Ending:** 035557

**Vehicle Type:** Transit Bus **Body style:** Diesel 60 Foot Low Floor Restyled

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2005 and 2007 **Model(s):** DE35LF

**Production Dates** **Beginning:** Nov 05 **Ending:** Nov 07

**VIN Range:** **Beginning:** 028938 **Ending:** 028941

**Beginning:** 032595 **Ending:** 032604

**Vehicle Type:** Transit Bus **Body style:** Diesel Electric 35 Foot Low Floor

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2005 and 2006 **Model(s):** DE40i

**Production Dates** **Beginning:** Apr 05 **Ending:** Mar 06

**VIN Range:** **Beginning:** 027972 **Ending:** 027975

**Beginning:** 029727 **Ending:** 029729

**Vehicle Type:** Transit Bus **Body style:** Diesel Electric 40 Foot Invero

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2007 and 2008 **Model(s):** DE40LFR

**Production Dates** **Beginning:** Jun 07 **Ending:** Nov 08

**VIN Range:** **Beginning:** 031603 **Ending:** 061606  
**Beginning:** 034734 **Ending:** 034735

**Vehicle Type:** Transit Bus **Body style:** Diesel Electric 40 Foot Low Floor Restyled

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2004 and 2008 **Model(s):** DE60LF

**Production Dates** **Beginning:** Apr 04 **Ending:** May 09

**VIN Range:** **Beginning:** 026466 **Ending:** 026466  
**Beginning:** 026493 **Ending:** 026523  
**Beginning:** 026613 **Ending:** 026793  
**Beginning:** 027045 **Ending:** 027066  
**Beginning:** 032916 **Ending:** 032937  
**Beginning:** 034784 **Ending:** 034785  
**Beginning:** 035069 **Ending:** 035084

**Vehicle Type:** Transit Bus **Body style:** Diesel Electric 60 Foot Low Floor

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

**Make(s):** New Flyer **Model Years Involved:** 2005, 2007 and 2009 **Model(s):** DE60LFA

**Production Dates** **Beginning:** Dec 02 **Ending:** Sep 09

**VIN Range:** **Beginning:** 029383 **Ending:** 029383  
**Beginning:** 032544 **Ending:** 032563  
**Beginning:** 035085 **Ending:** 035085  
**Beginning:** 035167 **Ending:** 035181

**Vehicle Type:** Transit Bus **Body style:** Diesel Electric 60 Foot Low Floor BRT

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

Vehicles are equipped with a Luminator Horizon LED side destination sign manufactured between 2001 and 2009 (Refer to 09E-054).

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.

13.3 %

## **II. Identify the Recall Population**

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

| <b>Model</b> | <b>Year</b>      | <b>Number of Vehicles Potentially Involved</b> |
|--------------|------------------|------------------------------------------------|
| C30LF        | 2002             | 32                                             |
| C35LF        | 2002, 2004, 2007 | 55                                             |
| C40LF        | 2004, 2006       | 67                                             |
| C40LFR       | 2006             | 15                                             |
| D35LF        | 2003-2006        | 80                                             |
| D35LFR       | 2007, 2009       | 9                                              |
| D40i         | 2004-2006        | 50                                             |
| D40LF        | 2002-2006, 2008  | 615                                            |
| D40LFR       | 2006-2007        | 31                                             |
| D60LF        | 2002-2005, 2007  | 103                                            |
| D60LFR       | 2009             | 17                                             |
| DE35LF       | 2005, 2007       | 14                                             |
| DE40i        | 2005-2006        | 7                                              |
| DE40LFR      | 2007-2008        | 6                                              |
| DE60LF       | 2004, 2008       | 274                                            |
| DE60LFA      | 2005, 2007, 2009 | 37                                             |

**Total Number Potentially Affected by the Recall:** 1412

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

Based on data from Luminator and New Flyer Production records - Refer to 09E-054

### **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 09E-054

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

Refer to 09E-054

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

Refer to 09E-054

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

Refer to 09E-054

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

Luminator Holding, LP

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900 Klein Road.

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Plano, TX 75074

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

David Major - Controller

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### **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 09E-054

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**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

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#### **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.**

Refer to 09E-054

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

Refer to 09E-054

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**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.**

Refer to 09E-054

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#### **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.**

Refer to 09E-054

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#### **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.**