



5 July 2010

VIA EMAIL & MAIL

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 – TRW IGEN3 Intermediate Steering Columns.**

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 TRW Commercial Steering Systems ("TRW"), the manufacture of the steering column for New Flyer, in the documentation associated with equipment recall 10E-026.

This defect is described as a possible mis-location of the weld around the IGEN3 steering shaft which secures the spline tube to the intermediate tube. Mis-located welds may result in a torsional and axial strength falling below acceptable levels. This could result in an internal separation of the steering column, loss of steering control and a vehicle crash without warning.

The corrective action involves the inspection and replacement of the steering columns if found to be defective. Suspect columns have been identified as being installed on specifically equipped New Flyer vehicles manufactured between 2008 and 2009.

The recall population was based on TRW and New Flyer Production Data. TRW 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 Ave.
Winnipeg, Manitoba
R2C 3T4 Canada
Ph: (204) 224-1251

**Customer
Services**
25 DeBaets St.
Winnipeg, Manitoba
R2J 4G5 Canada
Ph: (204) 982-8400

**New Product
Development**
Unit 7, 45 Beghin Ave.
Winnipeg, Manitoba
R2J 4B9 Canada
Ph: (204) 982-8413

**Crookston
Facility**
214 5th Ave. SW
Crookston, Minnesota
56716 USA
Ph: (218) 281-5752

**St. Cloud
Facility**
6200 Glenn Carlson Dr.
St. Cloud, Minnesota
56301 USA
Ph: (320) 203-0576

www.newflyer.com

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', written in a cursive style.

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
Copy of corrective procedure supplied by TRW.

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report¹

On 29 June of 2010, New Flyer Industries Canada ULC and New Flyer of America Inc. (together "New Flyer") decided, based on information provided by TRW Commercial Steering Systems, 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 July 2010

Furnish the manufacturer's identification code for this recall (if applicable): R10-014

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:



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:

Make(s): New Flyer **Model Years Involved:** 2008 **Model(s):** D40LFR

Production Dates Beginning: 17 Dec 08 **Ending:** 10 Mar 09

VIN Range: Beginning: 034744 **Ending:** 034783

Vehicle Type: Heavy Duty Transit Bus **Body style:** Diesel Forty Foot Low Floor Restyled

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

Refer to 10E-026

Make(s): New Flyer **Model Years Involved:** 2009 **Model(s):** DE60LFR

Production Dates Beginning: 16 Jul 09 **Ending:** 16 Jul 09

VIN Range: Beginning: 035931 **Ending:** 035932

Vehicle Type: Heavy Duty Transit Bus **Body style:** Diesel Electric Sixty Foot Low Floor Restyled

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

Refer to 10E-026

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.

4.1 %

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
<u>D40LFR</u>	<u>2008</u>	<u>40</u>
<u>DE60LFR</u>	<u>2009</u>	<u>2</u>

Total Number Potentially Affected by the Recall: 42

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 TRW Commercial Steering Systems and New Flyer production records - Refer to 10E-026

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 10E-026

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

Refer to 10E-026

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

Refer to 10E-026

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

Refer to 10E-026

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

TRW Commercial Steering Systems

PO Box 60

Lafayette, IN 47902

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

David Hobson – Warranty Manager

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 10E-026

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.

Refer to 10E-026

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 10E-026

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

Refer to 10E-026

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 10E-026

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 10E-026

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.