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10V-343
(6 Pages)

22 July, 2010

VIA EMAIL and 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 Declaration – Passenger Assist Grab Strap Handles.

Dear Mr. Person:

New Flyer Industries Canada ULC and New Flyer of America Inc. (together “New Flyer”), has declared recall status on passenger assist grab strap handles installed on specifically equipped models of New Flyer buses.

There have been several failures of the subject strap assembly on buses in service resulting in some cases, with reports of injuries. No formal injury reports have yet been received by New Flyer.

The recall population is based on all New Flyer production vehicles which received the subject components during production time periods corresponding to the shipping records of the supplier.

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

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

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Winnipeg Facility**
711 Kernaghan Ave.
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www.newflyer.com

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

On 16 July 2010, 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: 22 July 2010

Furnish the manufacturer's identification code for this recall (if applicable): R10-016

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
Vehicle Safety & Regulatory 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.

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:** 2008

Model(s): C40LFR

VIN Range: Beginning: 034530 **Ending:** 034574

Vehicle Type: Heavy Duty Transit Bus **Body style:** Compressed Natural Gas Forty Foot Low Floor

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall: Recalled vehicles have passenger assist grab straps with a plastic clamp manufactured between Dec 2006 and Dec 2008 by River Drive Mfg.

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

Model(s): D40LF

VIN Range: Beginning: 032873 **Ending:** 032909

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

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall: Recalled vehicles have passenger assist grab straps with a plastic clamp manufactured between Dec 2006 and Dec 2008 by River Drive Mfg.

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

Model(s): DE60LF

VIN Range: Beginning: 032916 **Ending:** 032937

VIN Range: Beginning: 034784 **Ending:** 035084

VIN Range: Beginning: 035069 **Ending:** 031738

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

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall: Recalled vehicles have passenger assist grab straps with a plastic clamp manufactured between Dec 2006 and Dec 2008 by River Drive Mfg.

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

Model(s): DE60LFA

VIN Range: Beginning: 035035 **Ending:** 035056

VIN Range: Beginning: 035085

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

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall: Recalled vehicles have passenger assist grab straps with a plastic clamp manufactured between Dec 2006 and Dec 2008 by River Drive Mfg.

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.

6.1 %

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	2008	45
D40LF	2008	37
DE60LF	2008	40
DE60LFA	2009	23

Total Number Potentially Affected by the Recall:

145

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

All models of New Flyer buses which have received the component shipped to New Flyer during the specified time period. Suspect components were manufactured and shipped to New Flyer for use in production between 20 Feb 2007 and 30 Dec 2008.

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 passenger assist grab straps have suffered multiple failures in the field.

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

The subject passenger assist grab straps have tested to fail at approximately 350 lb. of force.

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

Failure of the passenger assist grab strap could result in passenger injury or death.

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

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

River Drive Manufacturing
200 N. Service Rd. West
Unit 1 Suite 484
Oakville ON L6M 2Y1

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

Michael Klinck - Director

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.

In 2008, a low quantity of early in-service failures were reported on large orders of newly delivered buses to two major transit agencies. A SCAN (Supplier Corrective Action Notice) was issued to the manufacture. The failure was determined to have occurred within a plastic clamp on the passenger assist grab strap assembly, and was the result of one of two internal plastic pins shearing off. At that time, the failures were attributed to a single batch issue. In Dec 2008 the strap manufacture (River Drive Mfg.) modified the design of their product to reduce the potential for the same failure mode. All straps on those orders were replaced with improved product. The issue was closed.

In late June 2010 we received notice of two confirmed failures of the same part manufactured prior to Dec 2008 at another transit agency with possible injury claims. A SCAN (Supplier Corrective Action Notice) was issued to the manufacture but no failed components were returned from the customer for analysis. It has been disclosed by the manufacture that there are no specifications for weight or load carrying capability of passenger assist grab strap handles. The straps on the affected fleet were all removed and are currently in the process of being replaced with new product. Since these failures could not be attributed to the same batch issue or supplier time period of the previous occurrences, New Flyer began determining the target population for possible retrofit campaign.

In July 2010 additional reports were received from a non-US customer of similar failures. New Flyer declared recall on the component. This decision has been made unilaterally by New Flyer.

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.

Suspect grab straps with a plastic clamp from the identified vehicles will be cut off and returned for evaluation, and improved product will be installed. Remedied vehicles will have a grab straps with a metal clamp.

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

Remedied vehicles will have passenger assist grab straps with a metal clamp, which has been load tested to failure in excess of 700 lb. of force. Suspect passenger assist grab straps have a plastic clamp and have been load tested to failure at approximately 350 lb. of force.

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.

The manufacture of the grab strap no longer makes the (non-modified) plastic clamp assembly. All available stock at New Flyer was used up in production in early 2009.

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 parts 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.