

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report**<sup>1</sup>

On 19 November 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: 25 November 2010

Furnish the manufacturer's identification code for this recall (if applicable): R10-028

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:

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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.

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):** D40LF

**VIN Range: Beginning:** 033269 **Ending:** 033358

**VIN Range: Beginning:** 033983 **Ending:** 034082

**VIN Range: Beginning:** 034786 **Ending:** 034885

**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 a radius rod with New Flyer part number 280539 and were manufactured after May of 2008.

**Make(s):** New Flyer **Model Years Involved:** 2008 - 2009 **Model(s):** DE60LF

**VIN Range: Beginning:** 034380 **Ending:** 034529

**VIN Range: Beginning:** 035818 **Ending:** 035875

**VIN Range: Beginning:** 036099 **Ending:** 036112

**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 a radius rod with New Flyer part number 280539 and were manufactured after May of 2008.

**Make(s):** New Flyer **Model Years Involved:** 2008 **Model(s):** E40LFR

**VIN Range: Beginning:** 033603 **Ending:** 033612

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

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:** Recalled vehicles have a radius rod with New Flyer part number 280539 and were manufactured after May of 2008.

**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.**

22.5%

## **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> |     |
|--------------|-------------|--|-----|
| D40LF        | 2008        | 290  |     |
| DE60LF       |             | 2008-2009                                      | 222 |
| <hr/>        |             |  |     |
| E40LFR       | 2009        | 10   |     |

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

522

**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 May 2008 and present.

## **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 radius rod bracket which attaches the front axle radius rods to the vehicle frame were not manufactured to specification.

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

The radius rod brackets are missing two of the four welds required to attached the “ears” of the bracket.

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

Disconnection of the radius rod due to bracket failure could affect vehicle steering resulting in vehicle damage injury or death.

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

(a) knocking sound may be audible prior to complete failure of the bracket. Visual inspection of the bracket welds may indicate damage or signs of rust due to weld cracks.

(b) a reduction in steering effect can occur after the bracket fails if the tire contacts the wheel well.

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

Interstate Assembly Systems  
525 12th Ave. NE  
West Fargo, ND 58078

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

Harold Olson - Production/Quality Manager

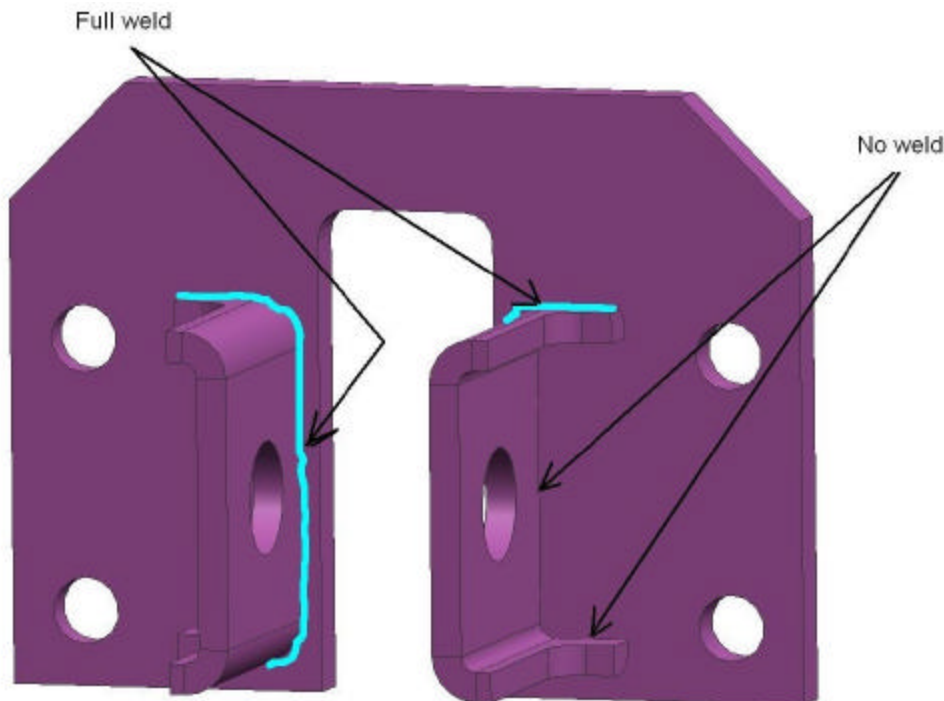
#### **IV. Provide the Chronology in Determining the Defect/Noncompliance**

***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.**

In October of 2010 New Flyer was contacted by a customer who reported a radius rod bracket (PN 280539) failure. The driver of the vehicle involved had reported a loud “pop” and then had difficulty in steering the vehicle. The vehicle was recovered from the scene and the failed radius rod bracket was found and removed. No injuries or collateral damage occurred during this event.

Upon initial inspection, it was determined that the bracket assembly was not built to New Flyer specification. Each bracket assembly has two “ears” welded to the base-plate of the bracket, each ear is to be welded on both sides. The failed bracket was only welded on one side of each ear.



New Flyer initiated an inspection of all radius rod bracket stock in both production and aftermarket parts locations. We currently have no stock of the subject part number 280539 at any of those locations.

The failed bracket was returned to New Flyer for third party analysis the week of November 8<sup>th</sup>, 2010. The determination of the lab conducting the analysis was that the failed bracket was not only missing two of the four required welds, the existing welds had poor weld penetration. The ears on the failed bracket had cracked and eventually broken off one at a time. Corrosion on one of the ears indicated that there was a time interval of several months between separation of the first and separation of the second ear.

Concurrently, visual inspections were being conducted on vehicle fleets with the same part number to identify those units which also had the brackets not built to New Flyer specification. The supplier of this part, Interstate Assembly Systems ("IAS") was contacted and with their assistance, the sub-supplier of the suspect parts (Pribbs Steel & Mfg , Inc.) was identified. Shipping manifests and fleet inspections were compared to New Flyer production records to determine which vehicles required further inspection and potential corrective actions. The substandard parts began entering New Flyer production in late May of 2008. The last buses manufactured with this bracket assembly left production in August of 2009.

On 15 November upon review of the lab analysis, a decision to replace all the brackets was made, and new parts put on order. At the same time, a 100% visual inspection of affected buses was initiated to determine if any other vehicles with the sub-standard brackets were in a state of pending failure due to poor weld quality.

On 19 November 2010, New Flyer decided to declare recall with US DoT for this corrective action.

At the time this report was prepared the visual inspections are 40% completed. Parts required to begin the corrective action should be available in sufficient quantities to start the corrective actions by the second week of December 2010.

**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 vehicles identified will be visually inspected for radius rod brackets which are missing welds. Those determined to be missing welds will be replaced with certified product.

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

Replacement radius rod brackets will have visible welds on both sides of the bracket ears with no indication of rust.

**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 subject bracket is not currently being used in production. Future builds requiring this bracket will require that both the supplier (IAS) and New Flyer to revise QA inspections of parts created by sub-suppliers to ensure conformance to New Flyer specifications.

#### **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 replace these parts on delivered vehicles built within the identified time period. 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.