



XX July 2010

[Click [here](#) and type Name]

[Click [here](#) and type Company]

[Click [here](#) and type Address]

[Click [here](#) and type City, St/Prov]

Subject: **Safety Recall 10V-XXX – TRW IGEN3 Intermediate Steering Columns Inspection for Potential Defect.**

Dear [Click [here](#) and type Name],

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. New Flyer Industries Canada ULC and New Flyer of America Inc. (together "New Flyer") has decided that a defect which relates to motor vehicle safety exists in certain low floor transit buses manufactured by New Flyer, that are equipped with TRW IGEN3 Intermediate Steering Columns. This safety recall was initiated based on information provided by TRW Commercial Steering Systems ("TRW").

The weld around the IGEN3 steering shaft tube that secures the spline tube to the intermediate tube may be mis-located (i.e. does not fully over the seam created when the tubes are pressed together).

Mis-located welds may result in torsional and axial strength falling below acceptable levels. This condition could result in separation of the steering column, loss of steering control and a vehicle crash without warning.

The effected steering columns were built and shipped from TRW to New Flyer during the time period from 10 May 2007 through 20 April 2009. It has been determined that the defective components have been installed on the following New Flyer vehicles, which were sold to [Click [here](#) and type Name]:

**Make:** New Flyer Transit Vehicle  
**Model:**  
**VIN Range (last 6 digits):** XXXXXX to XXXXXX.

The defect has been described by TRW, in the documentation associated with equipment recall **10E-026**.

A corrective action for this defect is described in the attached Instruction to Service. TRW will have field service personnel available to assist transit authorities if required in making the necessary inspections and corrective actions.

**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 5<sup>th</sup> 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](http://www.newflyer.com)

Please contact the following TRW service personnel for materials and technical assistance:

**Warranty Manager**

David Hobson  
Col194.campaign@TRW.com  
(765) 429-1768

For information on coordinating efforts to complete this recall in a timely manner, please contact your Regional Product Support Manager, [Click **here** and type Name] or New Flyer Customer Services at (204) 934-4876.

If you are a leaser of vehicles which are affected, it is required that any vehicle leaser receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

If you had this corrective action performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

We regret any inconvenience which this action may cause you. However, we are concerned about your safety and the safety of your passengers.

If TRW and New Flyer are unable to correct this defect within a reasonable time, you may submit a written complaint to the:

Administrator,  
National Highway Traffic Safety Administration,  
1200 New Jersey Ave. SE,  
Washington, DC, 20590,  
Or call 1-888-327-4236 (TTY: 1-800-424-9153);  
or go to  
<http://www.safercar.gov>.

Thank you for your attention to this important matter.

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

cc: Hans Peper, Executive VP Customer Services – New Flyer  
[Click **here** and type Name], Regional Product Support Manager – New Flyer