



18 August 2011

VIA Express MAIL

[REDACTED]  
[REDACTED]  
[REDACTED]

Subject: **Safety Recall 11V-407 – ISE Driveline – Bolt Failures**

Dear Mr. [REDACTED]

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") have decided that a defect which relates to motor vehicle safety, exists in certain New Flyer transit vehicles. Further investigation has revealed that the following vehicles, operated by [REDACTED] Transit are affected:

**Make:** New Flyer Transit Vehicle  
**Model:** GE35LFR  
**VIN Range (last 6 digits):** [REDACTED] - [REDACTED]  
[REDACTED] - [REDACTED]

New Flyer has determined that the retaining bolts for the gearbox output flange may fatigue and fail. This could allow the driveshaft assembly to separate from the gearbox, which could damage the driveline, the vehicle to which it is attached, and any additional nearby components. Should the driveshaft separate from the vehicle, it could strike another vehicle, property, or a bystander. Also, driveshaft separation would result in lost vehicle propulsion which, in conjunction with traffic, road conditions, and the driver's reactions, could increase the risk of a crash. These issues could result in property damage and/or personal injury..

New Flyer will inspect the drive line components and replace the output flange bolts. New Flyer then proposes to incorporate a program of component inspection and bolt replacement on a rotating Preventative Maintenance (PM) cycle, to remove the possibility of the bolts failing while the vehicle is in operation. This inspection and replacement action will need to be conducted every three months or 8,000 miles (whichever comes first).

We regret any inconvenience which this action may cause you, however, we are concerned about your safety and the safety of your passengers. Attached is a copy of the Instruction to Service (ITS4740) which contains the specific instruction on how to complete this modification. For information or assistance with regards to this defect, contact either your Regional Product Support Manager Bobby Anderson, or New Flyer Customer Services at (204) 934-4874.

**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)

If you no longer own this vehicle, please inform us when you call.

Federal regulations require that any vehicle leaser receiving this notice, must forward a copy of this notice to the person leasing the vehicle within ten days.

This recall is being managed by New Flyer. Parts and labor required to accomplish the recall in accordance with the attached instructions will be provided at no cost.

If you had this repair 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. For more information please contact the New Flyer Warranty Department at (204) 982-7093.

If we fail, or we are unable to remedy this defect without charge and 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 the toll-free Vehicle Safety Hotline at 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: Bobby Anderson – Regional Product Support Manager  
Chris Stoddart – Vice President Engineering Services.

Attachment: ITS4740