



1 September 2011

VIA EXPRESS MAIL

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Subject: **Safety Recall 11V-431 – Cummins Inc. - V-Band Clamp Assemblies**

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") 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 engines manufactured by Cummins Inc. ("Cummins").

Cummins has informed New Flyer that certain V-Band clamps shipped with ISB6.7 and ISL9 engines from September of 2010 through to December of 2010 may contain a safety related defect. The subject clamps are used to connect the inlet and outlet cone sections to the Diesel Oxidation Catalyst (DOC)/Diesel Particulate Filter (DPF). Due to a manufacturing error in the plating process of a component sub-supplier, the T-bolt included on the V-Band clamp assembly may be susceptible to fracture or failure when subject to stress or load.

Failure of the bolts could result in a disconnection of the exhaust piping, exposing other components to hot exhaust gases creating a risk for damage or combustion.

It has been determined that the defective components have been installed on the following New Flyer vehicles, which were sold to [REDACTED] Transit:

**Make:** New Flyer Transit Vehicle  
**Model:** XDE40 [REDACTED]  
**VIN Range (last 6 digits):** [REDACTED] to [REDACTED]

The defect has been described by Cummins in the documentation associated with Equipment Recall **11E-031**.

Cummins service network will arrange for the replacement of the V-Band clamps on these vehicle free of charge. The Cummins campaign code for this recall is **C1154**, and this repair should take approximately one hour to complete.

For information on coordinating efforts to complete this recall in a timely manner, please contact your Regional Product Support Manager, Thomas Manning or New Flyer Customer Services at (204) 934-4876.

**Headquarters/  
Winnipeg Facility**  
711 Kernaghan Ave.  
Winnipeg, Manitoba  
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Ph: (204) 224-1251

**Customer  
Services**  
25 DeBaets St.  
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**New Product  
Development**  
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**Crookston  
Facility**  
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Crookston, Minnesota  
56716 USA  
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**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 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 Cummins 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: Chris Stoddart, VP Engineering Services – New Flyer  
Thomas Manning, Regional Product Support Manager – New Flyer