



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

January 6, 2012

MR. KERRY LEGG
SAFETY AND COMPLIANCE MANAGER
NEW FLYER INDUSTRIES, LTD
25 DEBAETS STREET, WINNIPEG, MB
WINNIPEG, CANADA R2J 4G5

NVS-2151rd
12V-002

SUBJECT: INSTRUMENT CLUSTER SOFTWARE

DEAR MR. LEGG:

This letter serves to acknowledge New Flyer Industries Canada ULC's, (New Flyer) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

NEW FLYER/XD35/2010-2011
NEW FLYER/XD40/2010
NEW FLYER/XDE35/2010-2011
NEW FLYER/XDE40/2009-2012
NEW FLYER/XN40/2011

NHTSA Campaign Number: 12V-002

Mfg's Report Date: December 23, 2011

Components: ELECTRICAL SYSTEM AND INSTRUMENT PANEL

Potential Number of Units Affected: 490

Summary:

NEW FLYER IS RECALLING CERTAIN MODEL YEARS 2009-2012 XDE40, MODEL YEARS 2010-2011 MODELS XD35 AND XDE35, MODEL YEAR 2010 XD40, AND MODEL YEAR 2011 XN40 TRANSIT BUSES, MANUFACTURED FROM JANUARY 2010, THROUGH DECEMBER 2011, AND EQUIPPED WITH A PARKER-HANNIFIN (VANSCO) INSTRUMENT PANEL. THE PROGRAMMING OF THE INSTRUMENT PANEL IS SUCH THAT IF MULTIPLE ERROR MESSAGES ARE RECEIVED BY THE INSTRUMENT PANEL FROM THE VEHICLE POWERTRAIN, THE "CHECK ENGINE" AND/OR "STOP ENGINE" INDICATOR LAMPS ON THE DASH MAY NOT ILLUMINATE AND THE ENGINE MAY ENTER A SAFETY OR SHUTDOWN MODE OF OPERATION.

Consequence:

ENGINE SHUTDOWN WOULD RESULT IN LOSS OF VEHICLE PROPULSION OR VEHICLE STALL, EITHER OF WHICH INCREASES THE RISK OF A CRASH.

Remedy:

NEW FLYER WILL REPROGRAM THE INSTRUMENT PANEL FREE OF CHARGE. THE SAFETY RECALL WILL COMMENCE IN JANUARY 2012. NEW FLYER WILL UPLOAD A CORRECTED SOFTWARE VERSION FREE OF CHARGE. OWNERS MAY CONTACT NEW FLYER AT 1-204-934-4876.

Notes:

NEW FLYER'S RECALL CAMPAIGN NUMBER IS R11-026. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-423 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is written in a cursive style with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement