



## SAFETY RECALL NOTICE

03 January 2013

VIA EXPRESS MAIL

[REDACTED]

Subject: **Recall 12V-591 – Drive Shaft Access Panel Modification**

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 determined that a defect which relates to motor vehicle safety, exists in certain New Flyer transit vehicles equipped with a maintenance-access panel located above the drive shaft in the passenger compartment flooring. The panel was designed for easy inspection and disconnection of the drive shaft.

Further investigation has revealed that the following vehicles, operated by the [REDACTED] are affected:

<b>Make:</b>	New Flyer Transit Vehicle
<b>Model:</b>	SR971 – 2004 DE60LF
<b>VIN Range (last 6 digits):</b>	027035 to 027044
<b>Model:</b>	SR1111 – 2011 DE40LFR
<b>VIN Range (last 6 digits):</b>	030172 to 030211
<b>Model:</b>	SR1199 – 2007 D60LFR
<b>VIN Range (last 6 digits):</b>	032586 to 032594
<b>Model:</b>	SR1287 – 2009 DE60LFR
<b>VIN Range (last 6 digits):</b>	035118 to 035127.

As a result of the 2010 NHTSA Recall 10V-089, the driveshaft access panel design on the above vehicles was revised to implement an energy absorbing material onto the underside of the panels. These panels were either installed during production at New Flyer, or were incorporated as an aftermarket retrofit.

It has now been determined that in certain circumstances, the revised drive shaft access panel design may lack the robustness required to prevent intrusion of the drive shaft into the passenger compartment, in the event of a drive shaft failure.

Inability of the drive shaft access panel to maintain passenger compartment integrity may result in injury or death.

As a result, New Flyer now proposes to remove the energy absorbing material from the underside of the access panel and install a mechanically-fastened steel plate to the vehicle structure.

**Headquarters/  
Winnipeg Facility**  
711 Kernaghan Ave.  
Winnipeg, Manitoba  
R2C 3T4 Canada  
Ph: (204) 224-1251

**Parts &  
Publications**  
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)

This recall is being managed by New Flyer. Parts and labor required to accomplish the recall in accordance with the repair instructions will be provided at no cost. The removal of the energy absorbing material from the underside of the access panel and installation of the new steel plate should take approximately 1.5 hours per vehicle to complete.

For information or assistance with regards to this defect, contact either your Regional Product Support Manager Dan Belden at (206) 265-9189, or New Flyer Customer Services at (204) 224-6706.

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 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.

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

If New Flyer is 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  
(204) 224-6706

cc: Dan Belden – Regional Product Support Manager  
Chris Stoddart – Vice President Engineering Services.