



3 January 2012

VIA EMAIL and MAIL

Jennifer Timian  
Chief - Recall Management Division  
US DOT – National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-215)  
1200 New Jersey Ave. SE,  
Washington, DC 20590

Subject: **New Flyer Safety Recall Declaration – Equipment Recall 11E-056  
Parker-Hannifin Instrument Panel Programming.**

Dear Ms. Timian:

New Flyer Industries Canada ULC and New Flyer of America Inc. (together “New Flyer”), is declaring recall status with regards to a potential for failure of the instrument panel to give advance warning of a powertrain problem, as described in the Parker-Hannifin equipment recall 11E-056.

New Flyer and Parker-Hannifin Canada (Vansco) have determined that due to the programming of the instrument panel on specific model vehicles, if the powertrain broadcasts more than one or two error messages simultaneously onto the J1939 network, the instrument panel is unable to indicate that a potential problem exists with the powertrain.

Normally when faults occur, the “Check Engine” and/or “Stop Engine” tell-tale indicator lamps would illuminate to provide the operator with an indication of a problem with the powertrain. If the lamps do not come on during a multiple failure, the vehicle engine may enter a “safe mode” and/or “shutdown mode” of operation without giving advance warning to the operator. This in turn would negate the possibility of the operator using the “Stop Engine Override” feature to keep the engine running until such time as the vehicle can be positioned at a safe location to stop and/or unload passengers.

As a result the vehicle may come to a stop due to engine shutdown without advance notice. Depending upon traffic conditions, road conditions and operator reactions, the vehicle may come to a stop in a compromised location (i.e. an intersection) which increases the risk of collision and/or personal injury

New Flyer and Vansco personnel are currently on-site at many customer locations conducting the reprogramming of the instrument panels. All maintenance actions associated with this recall will be conducted at no charge to the customer. All vehicles currently in production have been corrected with updated programming.

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New Flyer is filing the appropriate 573 defect report (see attached) and will submit quarterly reporting for this recall. Also attached are a representative customer notification letter and a copy of the repair instruction (ITS4878).

If you have any further questions please contact me.

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

Attachments: 573 Defect Report Form  
Representative Customer Notification  
Repair Instruction ITS4878.