

**Part 573 Safety Recall Report****15V-562****Manufacturer Name :** New Flyer Industries Ltd.**Submission Date :** SEP 16,2015**NHTSA Recall No. :** 15V-562**Manufacturer Recall No. :** R15-015**Manufacturer Information :**

Manufacturer Name : New Flyer Industries Ltd.

Address : 711 Kernaghan Avenue

Winnipeg, MB Canada 00 R2C3T4

Company phone : 204-224-6706

**Population :**

Number of potentially involved : 432

Estimated percentage with defect : 40

**Vehicle Information :**

Vehicle : 2014-2015 New Flyer XDE40

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Xcelsior Diesel/Electric 40 foot Transit Bus

Production Dates : AUG 08, 2014 - JAN 06, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5FYH8FR18EB045161

End : 5FYH8FU05FB046350

 Not sequential VINs

Vehicle : 2014-2015 New Flyer XD40

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Xcelsior Diesel 40 Foot Heavy Duty Transit Bus

Production Dates : OCT 15, 2014 - JUL 17, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5FYD8FV07EB045308

End : 5FYD8FV12FB047641

 Not sequential VINs

Vehicle : 2014-2014 New Flyer XD60

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Xcelsior Diesel 60 Foot Heavy Duty Transit Bus

Production Dates : MAY 08, 2015 - JUN 03, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5FYD8YU10EB046192                      End : 5FYD8YU15EB046205                       Not sequential VINs

Vehicle : 2015-2015 New Flyer XDE35

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Xcelsior Diesel/Electric 35 Foot Heavy Duty Transit Bus

Production Dates : JUN 16, 2015 - JUN 16, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5FYD8KV00FB047525                      End : 5FYD8KV00FB047525                       Not sequential VINs

Vehicle : 2014-2014 New Flyer XN35

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : Xcelsior CNG 35 Foot Heavy Duty Transit Bus

Production Dates : NOV 21, 2014 - APR 15, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5FYC8KB01EB046169                      End : 5FYC8KB07EB046175                       Not sequential VINs

Vehicle : 2013-2015 New Flyer XN40

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : Xcelsior CNG 40 Foot Heavy Duty Transit Bus

Production Dates : JUL 29, 2014 - JUL 17, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5FYC8FB10DB043794                      End : 5FYC8FB18FB047062                       Not sequential VINs

Vehicle : 2014-2014 New Flyer XN60

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : Xcelsior CNG 60 Foot Heavy Duty Transit Bus

Production Dates : MAR 27, 2015 - APR 24, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5FYC8YC18EB046180                      End : 5FYC8YC10EB046190                       Not sequential VINs

**Description of Defect :**

Description of the Defect : Front axle center link retaining clamp for tie rod end may not have been torqued to manufactures specification during front end alignment at New Flyer.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Disconnection of tie rod end from center link assembly would result in loss of steering and an increased risk for crash or injury.

Description of the Cause : The center link retaining clamp, is loosened to affect an alignment adjustment of steering toe-in when required. The center link retaining clamp on the identified vehicles may not have been torqued to specification after the alignment adjustment.

Identification of Any Warning that can Occur : Steering control may exhibit some shimmy.

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On 20 August 2015, one vehicle suffered a failure of the steering system after the tie rod end disconnected from the center link assembly. Analysis determined the failure was due to inadequate torque of the center link retaining clamp during vehicle alignment in New Flyer production. A fleet inspection determined that several vehicles had lower than the required amount of torque at this retaining clamp. An audit of New Flyer production records indicated that all the vehicles with lower than the required torque, had been through alignment during a specific shift, and were all adjusted by the same technician. All other buses that were not worked on by this technician, have this retaining clamp torqued to the correct manufactures specification. On 28 August 2015 New Flyer decided to declare a vehicle safety recall with NHTSA, and inspect and correct every vehicle the technician worked on between July of 2014 and April of 2015.

**Description of Remedy :**

Description of Remedy Program : New Flyer will develop a formal Technical Instruction for this corrective action. Any components displaying play or movement as a result of low torque on the center link retaining clamp will be replaced. New Flyer will pay all parts and labor to conduct these inspections. These inspections have already commenced.

How Remedy Component Differs from Recalled Component : the center link retaining clamp for tie rod end will be torqued to 125 ft-lb. and a new torque stripe will be applied.

Identify How/When Recall Condition was Corrected in Production : In March of 2015 the technician received refresher training on torque technique.

**Recall Schedule :**

Description of Recall Schedule : Notification letters to customers will be issued once the sample letter has been approved by NHTSA ODI.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : SEP 17, 2015 - SEP 22, 2015

\* NR - Not Reported