



ADVANCE NOTICE - VEHICLE SAFETY RECALL

15 September 2016

VIA EMAIL



Subject: **Advance Notification - New Flyer CNG Fuel System - Vehicle Safety Recall**

Dear [REDACTED]:

New Flyer Industries Canada ULC and New Flyer of America Inc. (together "New Flyer"), has decided to declare safety recall status with the National Highway Traffic Safety Administration ("NHTSA"), and is contacting all of our customers who are directly affected by the issue.

This recall applies to the following vehicle(s) owned and operated by [REDACTED]:

SR2049

5FYC8FB	5FYC8FB	5FYC8FB
5FYC8FB	5FYC8FB	
5FYC8FB	5FYC8FB	

New Flyer is strongly recommending that the vehicle(s) identified above be removed from active revenue service as soon as practically possible, and be parked until such time as repairs can be conducted to the vehicle (please refer to the instructions below).

A defect in the venting circuit of this new fuel system design, has been identified which may result in an unintentional high pressure release of the CNG fuel within the rooftop enclosure.

Unintentional release of high pressure CNG gas, increases the potential for injury and fire.

This defect is limited to those vehicles which have a specific CNG fuel system design configuration for the identified vehicle(s) above. This defect does not apply to all Xcelsior model CNG buses. New Flyer has issued a Stop Shipment order for the affected model buses. Those buses will be reworked and certified prior to leaving our production facilities.

New Flyer is conducting a full design review, and intends to have a working solution available as early as September 23rd, and will contact you as soon as possible regarding parts and repair instructions.

New Flyer will pay for both parts and labor to conduct the corrective actions associated with this recall.

An additional recall notification will be sent to you once NHTSA has formally acknowledged this recall action.

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Winnipeg Facility
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56301 USA
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Anniston
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106 National Drive
Anniston, AL
36207 USA
Ph: (256) 831-4296



Recommended Procedure for Removing the Vehicle from Service:

- Do not refuel the vehicle.
- Park the vehicle outdoors if possible, away from open ignition sources.
- Leave the roof enclosure doors closed.
- If possible, defuel the vehicle to approximately 300 psig main system pressure, or until the fuel low warning indication illuminates (This will allow for sufficient residual fuel in the system to drive the vehicle, if necessary, to the depot maintenance area for repairs, the final residual fuel in the system will have to be removed prior to the repair being initiated).
- Close the Main Fuel Shut-off Valve.
- Lock-out or label the Main Fuel Shut-off Valve to indicate the vehicle should not be refueled until repaired
- Open the Master Battery Disconnect Switch.
- Lock-out or label the Master Run Switch, to indicate the vehicle should not be driven until repaired.

For questions or assistance in regards to preparing the vehicles in this manner or the recall in general, please contact your Regional Product Support Manager Bobby Anderson and/or your Customer Program Manager Jessica Ruprecht.

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

Please be assured, that this issue has the highest priority for resolution at all levels within New Flyer.

Thank you for your attention to this important matter.

Sincerely,

**NEW FLYER OF AMERICA INC.
NEW FLYER INDUSTRIES CANADA ULC**



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cc Chis Stoddart – Vice President, Engineering Services
Scott Halbesma – Director, Customer Services
Patrick Boenders – Director, Customer Programs
Bobby Anderson – Regional Product Support Manager
Jessica Ruprecht – Customer Program Manager