



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 20, 2021

Mr. Kerry Legg  
Vehicle Safety and Regulatory Compliance Manager  
New Flyer of America, Inc.  
711 Kernaghan Avenue  
Winnipeg, MB  
Canada R2C 3T4

NEF-107MR  
21V-532

**Subject:** Excessive Ammonia in Tailpipe Exhaust

Dear Mr. Legg:

This letter serves to acknowledge New Flyer of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/XD35/2021  
NEW FLYER/XD40/2021

**Mfr's Report Date:** July 14, 2021

**NHTSA Campaign Number:** 21V-532

**Components:**

ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

**Potential Number of Units Affected:** 28

**Problem Description:**

New Flyer of America, Inc. (New Flyer) is recalling certain 2021 XD35 and XD40 vehicles equipped with Cummins L9 Diesel Engines. The engine calibration software's management of the injection of Diesel Exhaust Fluid can allow excessive ammonia into the tailpipe exhaust.

**Consequence:**

Exposure to high levels of ammonia can increase the risk of injury.

**Remedy:**

Cummins will recalibrate the engine, free of charge. Owner notification letters are expected to be mailed in July 2021. Owners may contact New Flyer's customer service at 1-800-204-224-6706. New Flyer's number for this recall is R21-013.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

We have received New Flyer's proposed owner notification letter and have approved it for distribution.



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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

New Flyer of America, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement