

# Part 573 Safety Recall Report

# 22V-637

**Manufacturer Name :** New Flyer of America, Inc.**Submission Date :** SEP 07, 2022**NHTSA Recall No. :** 22V-637**Manufacturer Recall No. :** R22-026**Manufacturer Information :**

Manufacturer Name : New Flyer of America, Inc.

Address : 711 Kernaghan Avenue  
Winnipeg, MB 00 R2C3T4

Company phone : 204-224-6706

**Population :**

Number of potentially involved : 55

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2022 New Flyer XD40

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : 18 vehicles with this Make/Model/Model Year will be inspected to locate the suspect components.

Recall population was determined based on component serial numbers provided by RH Sheppard in response to Equipment Recall 22E-047.

Production Dates : JUN 28, 2021 - MAR 07, 2022

VIN Range 1 : Begin : 5FYD8FV03MB075839 End : 5FYD8FVOXNF105073  Not sequential

Vehicle 2 : 2021-2022 New Flyer XD60

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : 9 vehicles with this Make/Model/Model Year will be inspected to locate the suspect components.

Recall population was determined based on component serial numbers provided by RH Sheppard in response to Equipment Recall 22E-047.

Production Dates : JUN 22, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 5FYD8YU15MB082605 End : 5FYD8YU18NF104980  Not sequential

Vehicle 3 : 2021-2022 New Flyer XDE40

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : 12 vehicles with this Make/Model/Model Year will be inspected to locate the suspect components.

Recall population was determined based on component serial numbers provided by RH Sheppard in response to Equipment Recall 22E-047.

Production Dates : AUG 04, 2021 - MAR 23, 2022

VIN Range 1 : Begin : 5FYH8FR07MB074723 End : 5FYH8FR05NC105401  Not sequential

Vehicle 4 : 2021-2021 New Flyer XN60

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : 1 vehicle with this Make/Model/Model Year will be inspected to locate the suspect components.

Recall population was determined based on component serial numbers provided by RH Sheppard in response to Equipment Recall 22E-047.

Production Dates : JUL 15, 2021 - JUL 15, 2021

VIN Range 1 : Begin : 5FYC8YC04MF075836 End : 5FYC8YC04MF075836  Not sequential

Vehicle 5 : 2022-2022 New Flyer XN35

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : 3 vehicles with this Make/Model/Model Year will be inspected to locate the suspect components.

Recall population was determined based on component serial numbers provided by RH Sheppard in response to Equipment Recall 22E-047.

Production Dates : FEB 21, 2022 - MAR 03, 2022

VIN Range 1 : Begin : 5FYC8KB01NF105245 End : 5FYC8KB09NF105249  Not sequential

Vehicle 6 : 2022-2022 New Flyer XN40

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : 8 vehicles with this Make/Model/Model Year will be inspected to locate the suspect components.

Recall population was determined based on component serial numbers provided by RH Sheppard in response to Equipment Recall 22E-047.

Production Dates : OCT 06, 2021 - NOV 15, 2021

VIN Range 1 : Begin : 5FYC8FB03NC104641 End : 5FYC8FB16NF104706  Not sequential

Vehicle 7 : 2022-2022 New Flyer XE40

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : 3 vehicles with this Make/Model/Model Year will be inspected to locate the suspect components.

Recall population was determined based on component serial numbers provided by RH Sheppard in response to Equipment Recall 22E-047.

Production Dates : OCT 13, 2021 - JAN 05, 2022

VIN Range 1 : Begin : 5FYB8FJ04NF104403 End : 5FYB8FJ11NF105002  Not sequential

## Description of Defect :

Description of the Defect : A small percentage of steering gears were assembled without the required number of recirculating balls. A steering gear with fewer than the required number may bind when loads are applied. In some cases, the balls may align on the same side of the worm shaft and concentrated loads may cause the gear's internal parts to fracture, resulting in a loss of vehicle steering. (Refer to 22E-047)

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of steering increases the likelihood of a crash. (Refer to 22E-047)

Description of the Cause : An anomaly in the steering gear recirculating ball insertion operation occurred during assembly. Subsequent rework processes and inspections did not detect the missing recirculating balls (refer to 22E-047).

Identification of Any Warning that can Occur : Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available (refer to 22E-047)

## Involved Components :

Component Name 1 : Sheppard Model M110P

Component Description : Steering Gear

Component Part Number : Various

## Supplier Identification :

### Component Manufacturer

Name : R.H. Sheppard Co. Inc.

Address : 400 Pine Street

Hanover Pennsylvania 17331

Country : United States

## Chronology :

On 4 August 2022 New Flyer was contacted by the Trends Analysis Division regarding New Flyer's response to Equipment Recall 22E-047. At that time New Flyer was unaware of the recall and immediately contacted RH Sheppard.

By 10 August 2022, New Flyer had sufficient information from RH Sheppard to try and determine the affected population of production vehicles.

On 17 August 2022 the New Flyer executives decided that a vehicle recall would be declared with NHTSA.

A vehicle recall was submitted to the ODI on 24 August 2022.

## Description of Remedy :

Description of Remedy Program : A technical instruction has been developed to inspect and replace the steering gear if required. The parts and labor related to the inspection and repair will be provided free of charge and can be reimbursed through the normal New Flyer Warranty system.

How Remedy Component Differs from Recalled Component : The remedy component was assembled after the recall condition was corrected in production when additional controls were put in place. The remedy component has been verified to have the correct number of recirculating balls. Each remedy component is identifiable by an imprinted unique serial number. (Refer to 22E-047)

**Identify How/When Recall Condition was Corrected in Production :** On Feb 10, 2022 the recirculating ball insertion process control was enhanced. Additional process controls and inspectors were added to the process to verify that the correct number of recirculating balls in each steering gear. (Refer to 22E-047)

**Recall Schedule :**

**Description of Recall Schedule :** New Flyer has no Dealer Network. Customer notification will begin as soon as the customer letter is approved by the ODI.  
**Planned Dealer Notification Date :** SEP 01, 2022 - SEP 01, 2022  
**Planned Owner Notification Date :** SEP 01, 2022 - OCT 21, 2022

\* NR - Not Reported