



IMPORTANT SAFETY RECALL NOTICE

02 September 2022



Subject: Motor Vehicle Safety Recall 22V-637 Sheppard Steering Gear

To Whom it May Concern:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

New Flyer of America Inc. ("New Flyer") has decided, that a manufacturing defect which relates to motor vehicle safety, may exist on the following New Flyer transit vehicles operated by [REDACTED]:

Make: New Flyer
Model: [REDACTED] 2022 XD40
VIN & Unit Number: 5FYD8FV04NF [REDACTED]
5FYD8FV0XNF [REDACTED]

New Flyer has become aware of a potential defect with M110P Steering Gears manufactured by *RH Sheppard Co., Inc.* (RH Sheppard). RH Sheppard has declared an Equipment Recall (22E-047) with the U.S. DOT National Highway Traffic Safety Administration (NHTSA). This recall affects specific steering gears manufactured between June 1, 2021 and 10 February 2022.

RH Sheppard has informed New Flyer that a small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.

A steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases, the balls may align on the same side of the gear's worm-shaft and concentrated loads may cause the gear's internal parts to fracture resulting in loss of vehicle steering.

A loss of steering increases the likelihood of a collision.

Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available.

RH Sheppard estimates the repair time to be approximately 4.5 hours, excluding vehicle and shop logistics.

Parts and labor required to accomplish the recall will be provided by RH Sheppard at no cost with labour reimbursement through the normal New Flyer warranty claim process. Please contact your New Flyer Regional Product Support Manager Terry Kotnarowski, to coordinate the recall action.



If you are a lessor of vehicles which are identified above, it is required that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

If you had this corrective action performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you have additional questions or concerns with regards to this recall or the way in which it was conducted, you may want to contact:

**Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE,
Washington, DC, 20590,
Or call 1-888-327-4236 (TTY: 1-800-424-9153);
or go to
<http://www.safercar.gov>.**

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

Thank you for your attention to this important matter.

Sincerely,
NEW FLYER OF AMERICA INC.

A handwritten signature in blue ink, appearing to read "J. Johnson".

By: Jim Johnson
Vehicle Safety & Regulatory Compliance Manager
(256) 453-7181

cc: Scott Halbesma, Vice President, Customer Care
Terry Kotnarowski – Regional Product Support Manager

Attachment: ITS-60505