



INSTRUCTION TO SERVICE

ITS-61621		03/17/2026
SECTION:	203 - Front Suspension 204 – Rear Suspension	
SUBJECT:	Check upper shock absorber mounting bolts.	
ISSUE:	Loose upper shock absorber mounting bolts have been found on a bus in the field.	
SUMMARY:	Check that the upper shock absorber mount hardware is torqued to spec.	

ITS-61621

Ref. NHTSA Recall No.	Ref. Transport Canada Recall No.
Not Applicable	Not Applicable

THIS ITS DOCUMENT SHOULD BE RETAINED AND REFERRED TO FOR FUTURE MAINTENANCE UNTIL THE NEW FLYER PARTS AND/OR SERVICE MANUAL IS UPDATED TO REFLECT WORK DONE AS A RESULT OF THIS DOCUMENT. ENSURE THAT THIS DOCUMENT IS AVAILABLE FOR PARTS AND MAINTENANCE STAFF GOING FORWARD.

PROCEDURE:

1. Set park brake and chock wheels.
2. Turn the main battery disconnect switch to the “OFF” position.
3. Raise the bus and install jack stands in accordance with the instructions in the Service Manual.
4. Locate the four upper shock absorber mounting nuts inside the front wheel well to the rear of the air spring on either the streetside or curbside of the bus.
5. Using a calibrated torque wrench and 3/8” socket, check the torque on each of the four upper shock absorber mounting nuts.
 - a. Set the torque wrench to 31 Ft-Lbs and check the nuts, the nuts should not rotate.
 - b. If the nuts do rotate, loosen the nuts, apply Never Seize NF P/N 5928660 to the stud threads and reinstall the nut. Torque the nut to 35 Ft-Lbs. Apply a torque stripe to indicate the nut has been torqued.
6. Repeat steps #4 and #5 on the upper shock mount on the other side of the front suspension.

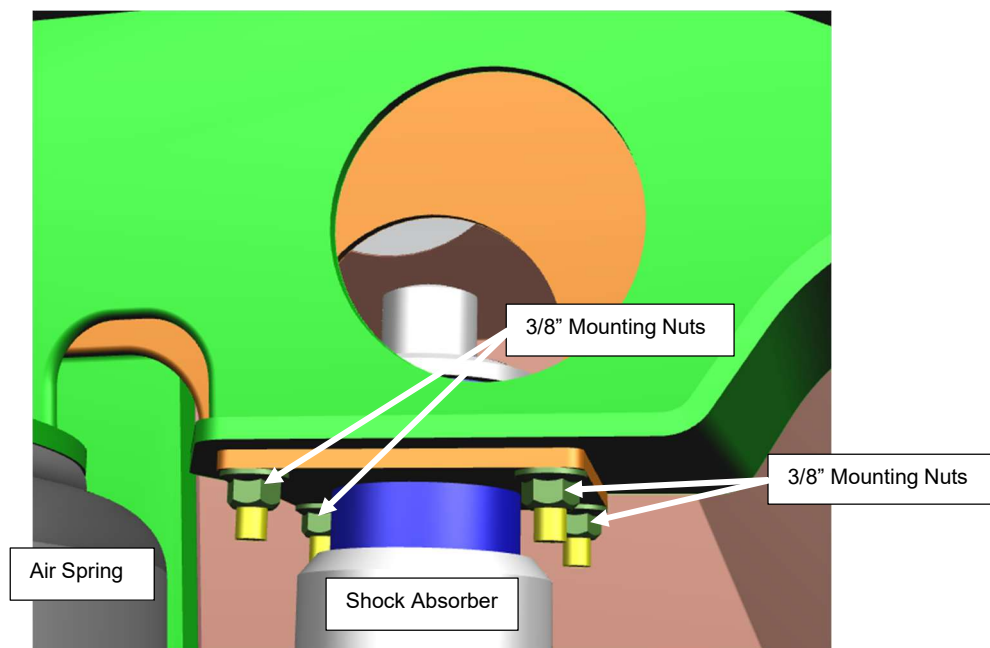


FIGURE 1: Front Suspension Upper Shock Absorber Mounting Nuts

7. Locate the four upper shock absorber mounting bolts on the shock absorbers next to air springs immediately ahead of and behind the rear wheel well on either the streetside or curbside of the bus.
8. Using a calibrated torque wrench and a 3/8” socket, check the torque on each of the upper shock absorber mounting bolts on both shock absorbers.
 - a. Set the torque wrench to 21 Ft-Lbs and check the bolts, the bolts should not rotate.

- b. If a bolt does rotate, remove the bolt, apply Never Seize NF P/N 5928660 to the bolt threads and reinstall the bolt. Torque the bolt to 23 Ft-Lbs. Apply a torque stripe to indicate the bolt has been torqued.
9. Repeat steps #7 and #8 on the upper mounting bolts for the two shock absorbers on the other side of the rear suspension.
10. If any nuts or bolts are found to be not torqued to spec, note the number of nuts/bolts, the shock absorber location and Bus number and forward this information to your New Flyer Regional Product Support Manager (RPSM).

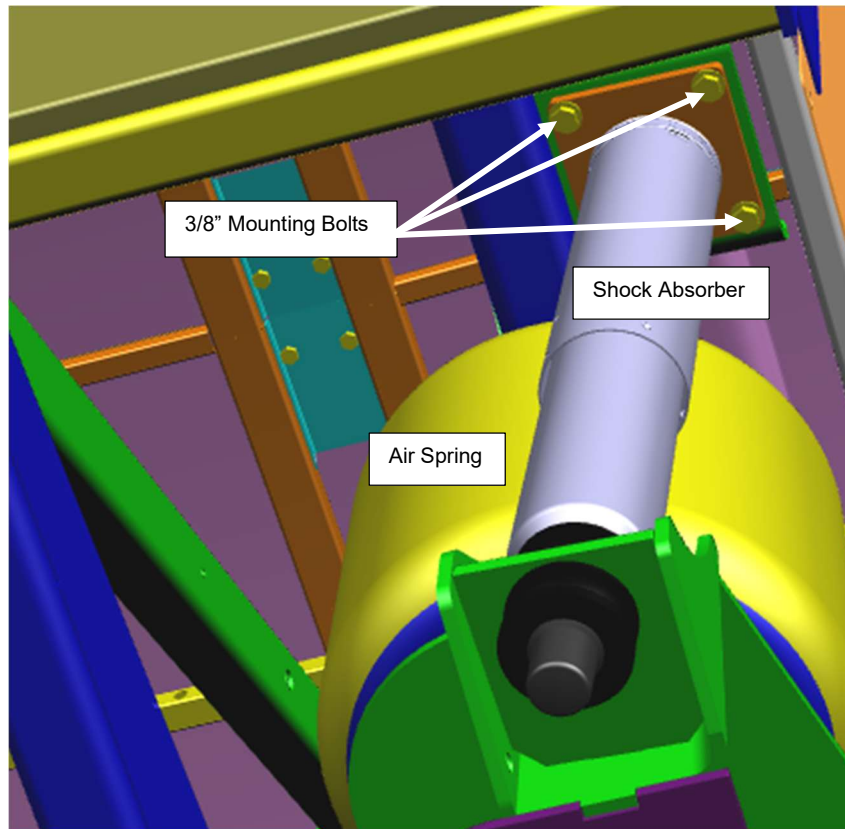


Figure 2: Rear Suspension Upper Shock Absorber Mounting Bolts.

11. Remove all tools and debris from work area to return coach to service.
12. Remove the jack stands and lower the bus.
13. Turn the main battery disconnect switch to the "ON" position.

LABOUR ESTIMATE				
	Operation	Number of Technician(s)	Hours	Labor Time T X HR
1	Check the shock absorber upper mounting nuts/bolts to ensure they are torqued to spec.	1	1.0	1.0

PARTS REQUIRED					
Item	Part Number	Description	Qty. per Coach	Units	Notes
1	5928660	NEVER SEIZE	1	EA	If Required

SPECIAL TOOLS REQUIRED					
Item	Part Number	Description	Qty.	Units	Notes
1		No Special Tools Required			