

# Part 573 Safety Recall Report

# 18V-020

**Manufacturer Name :** New Flyer of America Inc.**Submission Date :** JAN 09, 2018**NHTSA Recall No. :** 18V-020**Manufacturer Recall No. :** R18-001**Manufacturer Information :**

Manufacturer Name : New Flyer of America Inc.

Address : 711 Kernaghan Avenue

Winnipeg, MB Canada 00 R2C3T4

Company phone : 204-224-6706

**Population :**

Number of potentially involved : 283

Estimated percentage with defect : 30 %

**Vehicle Information :**

Vehicle 1 : 2017-2017 New Flyer XD40

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Recall Population is based on Plant of Manufacture and production records for buses shipped between 17 April 2017 and 22 Dec 2017.

Production Dates : APR 17, 2017 - OCT 26, 2017

VIN Range 1 : Begin : 5FYD8FV1XHC051157 End : 5FYD8FV12HC051816  Not sequential

Vehicle 2 : 2017-2017 New Flyer XDE40

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Diesel Electric Hybrid. Recall Population is based on Plant of Manufacture and production records for buses shipped between 17 April 2017 and 22 Dec 2017.

Production Dates : JUN 29, 2017 - OCT 06, 2017

VIN Range 1 : Begin : 5FYH8FR03HC051357 End : 5FYH8FROXHC051386  Not sequential

Vehicle 3 : 2016-2017 New Flyer XDE60

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Diesel Electric Hybrid. Recall Population is based on Plant of Manufacture and production records for buses shipped between 17 April 2017 and 22 Dec 2017.

Production Dates : APR 24, 2017 - DEC 21, 2017

VIN Range 1 : Begin : 5FYH8YU03GC050596 End : 5FYH8YU05HC052237  Not sequential

Vehicle 4 : 2017-2017 New Flyer XN40

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : Recall Population is based on Plant of Manufacture and production records for buses shipped between 17 April 2017 and 22 Dec 2017.

Production Dates : JUN 28, 2017 - JUN 28, 2017

VIN Range 1 : Begin : 5FYC8FB06HC051874 End : 5FYC8FB06HC051874  Not sequential

Vehicle 5 : 2017-2017 New Flyer XT60

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Trackless Electric Trolley. Recall Population is based on Plant of Manufacture and production records for buses shipped between 17 April 2017 and 22 Dec 2017.

Production Dates : OCT 09, 2017 - DEC 18, 2017

VIN Range 1 : Begin : 5FYE8YJ03HC052020 End : 5FYE8YJ09HC052037  Not sequential

## Description of Defect :

Description of the Defect : Air brake hose connections to front axle ABS modulator valves may not have been torqued to specification during vehicle manufacture.

FMVSS 1 : 121 - Air brake systems

FMVSS 2 : NR

Description of the Safety Risk : If the air brake hose disconnects from ABS modulator valve, there will be no braking force applied to either of the front axle brake assemblies. Rear braking is not effected. Stopping distances may increase, which increases the risk of a collision.

Description of the Cause : The engineering drawing which indicates the required torque specification for this hose installation was misdirected to the wrong Production work station. Although installers had access to a generic torque specification chart, random inspection of assembled units revealed the torque which had been applied during installation was inconsistent, with approximately 30% of the installations checked being tight, but below the required torque.

Identification of Any Warning that can Occur : There will be no warning prior to failure. Once failed, a loud hissing noise at the front axle will be evident from the driver's position whenever a brake application is made. Additionally, the driver's front air tank pressure indication will visibly reduce while brakes are being applied. This will eventually result in a low air pressure warning lamp and buzzer.

## Supplier Identification :

**Component Manufacturer**

Name : NR  
Address : NR  
NR  
Country : NR

**Chronology :**

On 20 December 2017 a west coast customer reported that a front brake air line had become disconnected from the associated ABS modulator valve. The vehicle which suffered the failure had been shipped from our Crookston manufacturing facility on 2 November 2017. A Quality Assurance (QA) review of the work station where the air line is installed determined that the engineering drawing for this assembly was not available. The required engineering drawing had been misdirected to another work station.

On 22 December 2017 Quality Assurance issued a quality alert bulletin to all of New Flyer Production. Installation procedures at other manufacturing plants were confirmed as good. QA began a systematic inspection of all buses currently awaiting shipment from Crookston. Customer Services issued an inspection (ITS6731) to New Flyer field staff awaiting delivery of vehicles from Crookston, and issues an initial inspection requirement for customer fleet vehicles which were recently sold, to be conducted where possible during the year end holiday period.

January 3rd 2017, the New Flyer Transit Bus Safety Committee reviews the inspection results and decides to expand the scope of the inspections and declare a recall with NHTSA.

**Description of Remedy :**

Description of Remedy Program : The remedy involves breaking the existing hose connection to the ABS modulator valve, and reconnecting the air hose using the prescribed torqueing procedure, and tighten the connection to the required torque value. Once done a torque strip is to be allied to the connection. Customers will be reimbursed through normal warranty claim process for the time it takes to conduct the inspections, no special parts are required.

How Remedy Component Differs from Recalled Component : The assemblies which have been reconnected will have a torque strip.

Identify How/When Recall Condition was Corrected in Production : The issue was identified and processes corrected or verified in New Flyer production, by QA personnel on 22 December 2017. All vehicles shipped after 22 December have been inspected for this defect.

**Recall Schedule :**

Description of Recall Schedule : Customer letters will be issued upon acknowledgement of the recall by ODI staff.

Planned Dealer Notification Date : JAN 15, 2018 - JAN 15, 2018

Planned Owner Notification Date : JAN 15, 2018 - JAN 15, 2018

\* NR - Not Reported