

# Part 573 Safety Recall Report

# 19V-100

**Manufacturer Name :** New Flyer of America Inc.

**Submission Date :** FEB 15, 2019

**NHTSA Recall No. :** 19V-100

**Manufacturer Recall No. :** R19-002



## 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 :** 172

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2018-2018 New Flyer XDE60

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** Specifically equipped diesel-electric 60 foot heavy duty urban transit buses. Effected vehicles have a roof emergency escape hatch with an optional tempered glass panel.

**Production Dates :** MAY 10, 2018 - JUL 23, 2018

**VIN Range 1 : Begin :** 5FYH8YU10JF055012 **End :** 5FYH8YU15JF055023  Not sequential

**Vehicle 2 :** 2019-2019 New Flyer XE60

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** Specifically equipped battery-electric 60 foot heavy duty urban transit buses. Effected vehicles have a roof emergency escape hatch with an optional tempered glass panel.

**Production Dates :** OCT 31, 2018 - OCT 31, 2018

**VIN Range 1 : Begin :** 5FYB8YJ1XKB071351 **End :** 5FYB8YJ1XKB071351  Not sequential

**Vehicle 3 :** 2018-2018 New Flyer XD40

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Specifically equipped diesel 40 foot heavy duty urban transit buses. Effected vehicles have a roof emergency escape hatch with an optional tempered glass panel.

**Production Dates :** APR 10, 2018 - APR 27, 2018

**VIN Range 1 : Begin :** 5FYD8FV1XJB054720 **End :** 5FYD8FV19JB054725  Not sequential

**Vehicle 4 :** 2018-2019 New Flyer XN40

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : CNG/LPG

Descriptive Information : Specifically equipped compressed natural gas 40 foot heavy duty urban transit buses. Effected vehicles have a roof emergency escape hatch with an optional tempered glass panel.

Production Dates : OCT 16, 2017 - JAN 11, 2019

VIN Range 1 : Begin : 5FYC8FB1XJF053432 End : 5FYC8FB17KC071230  Not sequential

## Description of Defect :

Description of the Defect : The optional AS-3 tempered glass panel in rooftop emergency escape hatch may shatter if subjected to extreme cold temperature conditions due to micro-fractures forming at the unfinished surface edge of the glazing material.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the roof hatch tempered glazing shatters, glass particles could fall down onto bus passengers, creating a potential for injury.

Description of the Cause : Failures are believed to stem from an unfinished edging treatment of glazing material which was subject to extreme cold temperatures (-60 degrees F) during vehicle production. There have been no reports of failures on consumer vehicles.

Identification of Any Warning that can Occur : None.

## Supplier Identification :

### Component Manufacturer

Name : Safe Fleet - Bus & Rail

Address : 13501 South Ridge Dr.

Charlotte NORTH CAROLINA 28273

Country : United States

## Chronology :

In mid December of 2018 the glazing material on a roof hatch failed on a vehicle in production at our Crookston, MN facility after the bus was parked outside for an extended period.

On 2 January 2019 a second failure occurred, again on a bus parked outside for an extended period.

On 3 January the supplier, Safe Fleet, was contacted, failed parts were returned and an analysis was conducted. Analysis determined the presence of micro-fractures stemming from the unfinished edges of the glazing

material. It is believed that extended exposure to cold temperatures exacerbates the appearance of the micro-fractures.

On 1 February, a proposed solution was presented by the supplier (Safe Fleet) to provide new glazing material with increased thickness and a machine finished edging.

On February 6th the issue was put before the New Flyer Safety Committee for review and discussion.

On February 8th the Committee voted to declare a Safety Recall with the NHTSA ODI.

## Description of Remedy :

Description of Remedy Program : New thicker glazing material will be supplied which has a machined surface edge, and will be replaced/installed at no cost to the consumer. The time it takes to replace the glazing material on one roof hatch is 15 minutes.

How Remedy Component Differs from Recalled Component : The old product has a DOT glazing mark which is readable from inside the bus and has the glazing manufactures name and logo. The new product is thicker and has a DOT glazing mark which is readable from outside the bus and has the glazing manufactures name, but no manufactures logo.

Identify How/When Recall Condition was Corrected in Production : New Flyer began installing hatches with the improved glazing material on 13 February 2019.

## Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : FEB 28, 2019 - FEB 28, 2019

Planned Owner Notification Date : FEB 28, 2019 - MAR 04, 2019

\* NR - Not Reported