



IMPORTANT SAFETY RECALL NOTICE

27 March 2018

VIA EXPRESS MAIL



Subject: Motor Vehicle Safety Recall 18V-155 – Drive Shaft Failures

Dear [REDACTED]:

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 defect which relates to motor vehicle safety, exists in certain drive shafts purchased in the aftermarket from New Flyer Parts. Further investigation has revealed that [REDACTED] made the following aftermarket purchases:

Part Number	Order Number	PO Number	Quantity	Order Date	Date Shipped
252984	55629396	0189	1	13-Feb-18	14-Feb-18
252984	55613733	0753	1	20-Nov-17	21-Nov-17

New Flyer has become aware of a potential for vehicle drive shafts to fail prematurely due to a supplier incorporated modification. The drive shafts in question have had the mild steel end-caps of the slip yoke, replaced with plastic end-caps. The modification required the opening for the end-cap to be re-bored to a larger diameter, resulting in thinner sidewalls on the slip yoke. The thinner sidewalls are subject to stress fractures and may eventually result in the drive shaft failure.

Failure of the drive shaft would result in loss of motive power, increasing the risk of a crash causing injury and/or damage to property.

Additionally, in a transit bus application, loss of motive power may result in passenger unloading concerns, on or near a busy roadway.

The purchases above have been identified based on shipping information from the drive shaft supplier. Please complete the attached visual inspection on these drive shafts. If the drive shafts meet the replacement criteria noted on the inspection, please contact your Regional Parts Manager, Norm Risbey, at (800) 665-2637 so that replacement parts can be arranged.

The drive shaft supplier is offering free replacement parts where required. The removed drive shafts will need to be returned to the drive shaft supplier for inspection.

If you are a lessor of vehicles which are affected, 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 New Flyer is unable to correct this defect within a reasonable time, you may submit a written complaint to the:

**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.

By: Kerry Legg
Vehicle Safety & Regulatory Compliance Manager
(204) 224-6706

cc: Brian Dewsnap – President Aftermarket Parts Business

Attachment: New Flyer Inspection and Repair Instruction