



IMPORTANT SAFETY RECALL NOTICE

22 March 2018

VIA EXPRESS MAIL



Subject: **Motor Vehicle Safety Recall 18V-155 - Driveshaft 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 on a supplier component which relates to motor vehicle safety, may exist on the following New Flyer transit vehicles operated by [REDACTED] Transit:

Make: New Flyer Heavy Duty Urban Transit Bus

Model: SR2122 – 2017 – XDE60

VIN & Unit Number:

5FYH8YU 17501	5FYH8YU 17505	5FYH8YU 17509
5FYH8YU 17502	5FYH8YU 17506	5FYH8YU 17510
5FYH8YU 17503	5FYH8YU 17507	
5FYH8YU 17504	5FYH8YU 17508	

New Flyer has become aware of a potential for vehicle driveshafts to fail prematurely due to a supplier incorporated modification. The driveshafts 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 driveshaft failure.

Failure of the driveshaft 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 vehicles above have been identified based on production records and shipping information from the driveshaft supplier. Please complete the attached inspection (ITS6778) on the vehicles identified above. If you need assistance in conducting the inspections, please contact your Regional Product Support Manager, Paul Hatton. In some cases these inspections may already be in progress, or completed.

Once the suspect driveshafts are identified and recorded on the inspection sheet, please forward the information to your Regional Product Support Manager so that replacement parts can be arranged. The driveshaft manufacture is offering parts, shipping and labor to conduct the inspections and replacements where required. The removed driveshafts will need to be returned to the driveshaft manufacture for inspection and to initiate reimbursement of labor costs.

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 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: Chris Stoddart – Senior Vice President, Engineering Services
Paul Hatton – Regional Product Support Manager

Attachment: ITS6778 New Flyer Inspection and Repair Instruction