

Part 573 Safety Recall Report

19V-100

Manufacturer Name : New Flyer of America Inc.

Submission Date : JUN 13, 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 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 2 : 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 3 : 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 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 : New Flyer has no Dealers. No dealer notification letters will be created.

Planned Dealer Notification Date : NR - NR

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

* NR - Not Reported