



**IMPORTANT SAFETY RECALL NOTICE**

06 March 2019

VIA EXPRESS MAIL



Subject: **Motor Vehicle Safety Recall 19V-100  
Safe Fleet Rooftop Emergency Egress Hatch Tempered Glazing Material**

Dear Mr. [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* (New Flyer) has decided, that a defect which relates to motor vehicle safety, exists on specific New Flyer vehicles equipped with rooftop emergency egress panels with optional tempered glazing inserts, supplied by *Safe Fleet Bus and Rail* (Safe Fleet).

New Flyer has determined that the following vehicles, operated by the [REDACTED] are affected by this recall action:

**Make: New Flyer Transit Vehicle**

**Model: SR2158 – 2018 – XD40**

**VIN / Unit Number:**

5FYD8F [REDACTED] 1815	5FYD8F [REDACTED] 1817	5FYD8F [REDACTED] 1819
5FYD8F [REDACTED] 1816	5FYD8F [REDACTED] 1818	5FYD8F [REDACTED] 1820

**Model: SR2159 – 2018 – XN40**

**VIN / Unit Number:**

5FYC8FB [REDACTED] 1810	5FYC8FB1 [REDACTED] 1812	5FYC8FB1 [REDACTED] 1814
5FYC8FB [REDACTED] 1811	5FYC8FB1 [REDACTED] 1813	

New Flyer has determined that the optional AS- 3 tempered glazing materials used in the rooftop emergency egress hatches (**New Flyer PN 711888 and PN 692616**) may shatter due to micro fractures stemming from a rough edging treatment of the glazing material during their production.

**In the event the tempered glazing material in the roof top emergency egress hatch fails, glass particles could fall on to bus passengers creating the potential for injury.**

A new thicker AS-3 tempered glazing panel has been designed which has a machined edge. This will be used to replace the existing panels.

The time required to remove and replace the tempered glazing is 15 minutes per panel. Parts and labor required to accomplish the recall will be provided by Safe Fleet at no cost. Please contact your New Flyer Regional Product Support Manager, Dave Hancock, to coordinate the recall action.

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 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 and Safe Fleet are 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: Scott Halbesma –Vice President, Customer Care  
Dave Hancock – Regional Product Support Manager