



## IMPORTANT SAFETY RECALL NOTICE

19 April 2021



Subject: **Motor Vehicle Safety Recall 21V-244 – Siemens ELFA2 Programming**

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 on specific electric drive vehicles equipped with *Siemens Industry Inc.* (Siemens) model ELFA2 Inverters. This recall is based on information provided by Siemens.

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

	<b>Make:</b>	<b>New Flyer Heavy Duty Urban Transit Bus</b>
	<b>Model:</b>	SR2484 - 2021 - XE35
	<b>VIN, Unit Number:</b>	
5FYB8KJ16MF [REDACTED]	7005	5FYB8KJ18MF [REDACTED] 7006      5FYB8KJ1XMF [REDACTED] 7007
	<b>Model:</b>	SR2485 - 2021 - XE60
	<b>VIN, Unit Number:</b>	
5FYB8YJ14MF [REDACTED]	7021	5FYB8YJ16MF [REDACTED] 7022

The Siemens ELFA2 inverter used for both motor power and auxiliary power on the New Flyer electric propulsion system, was found to have a timing issue between the microcontroller and the Static Random-Access Memory (SRAM). This non-optimum timing causes the inverter to deliver invalid data, resulting in “Trap10” errors. This nuisance error code may cause the electric drive system to shutdown unexpectedly, requiring an ignition reset. The vehicle may then be restarted again once it is brought to a complete stop.

**A sudden loss of motive power increases the potential for a vehicle crash and injury.**

Siemens has provided New Flyer with new drive system programming which corrects the data timing issue and prevents these nuisance errors. Vehicles which have the newer Siemens ELFA3 inverters are not affected, by this issue.

New Flyer proposes to install this updated programming on the above vehicles at no cost. Please contact your Regional Product Support Manager Lorenzo Mumphery, to coordinate the recall action. New Flyer anticipates that the reprogramming to correct the issue will take approximately 0.5 hours/bus.

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 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.**

A handwritten signature in blue ink, appearing to read "Kerry Legg".

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

cc: Scott Halbesma –Vice President, Customer Care  
Lorenzo Mumphery – Regional Product Support Manager