



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 30, 2021

Anthony Fasano
VP of North American Aftermarket and Service Support
Alexander Dennis Inc.
31566 Railroad Canyon Road
Suite 342
Canyon Lake, CA 92587

NEF-107MR
21V-468

Subject: High Pressure Fuel Rail Assembly May Leak Fuel

Dear Anthony Fasano:

This letter serves to acknowledge Alexander Dennis Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ALEXANDER DENNIS/E500/2017-2020

Mfr's Report Date: June 23, 2021

NHTSA Campaign Number: 21V-468

Components:

FUEL SYSTEM, DIESEL:FUEL INJECTION SYSTEM:FUEL RAIL

Potential Number of Units Affected: 60

Problem Description:

Alexander Dennis, Inc. (Alexander Dennis) is recalling certain 2017-2020 E500 buses. The sealing washer may not seat correctly in the pilot bore holes, allowing the high pressure fuel rail assembly to leak.

Consequence:

A fuel leak in the presence of an ignition source increases the risk of a fire.

Remedy:

Dealers will inspect the rail threads and fuel lines, and replace the rail as necessary, free of charge. Owner notification letters were mailed June 18, 2021. Owners may contact Alexander Dennis customer service at 1-951-244-9429.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

It is our understanding that notification to owners began on June 18, 2021, prior to our review of the owner notification letter. Should it become necessary for MFR to do a renotification, the follow-up notification must be submitted to this office for review and it must comply with the requirements of Part 577.5, "Notification pursuant to a manufacturer's decision" and Part 577.10, "Follow-up notification."

Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If your company does not have dealers or distributors, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

AMENDED 573 REQUIRED.

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

AMENDED 573 REQUIRED.

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Alexander Dennis Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is fluid and cursive, with a checkmark-like flourish at the end.

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement