



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 30, 2022

Mr. Jim Johnson
Manager, Vehicle Safety & Regulatory Compliance
New Flyer of America, Inc.
106 National Drive
Anniston, AL 36201

NEF-107MR
22V-943

Subject: Upper Steering Shaft Connection May Loosen

Dear Mr. Johnson:

This letter serves to acknowledge New Flyer of America, 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:

NEW FLYER/XDE35/2013-2022
NEW FLYER/XDE40/2013-2022
NEW FLYER/XDE60/2013-2022
NEW FLYER/XE40/2013-2022
NEW FLYER/XE60/2017-2022
NEW FLYER/XN40/2013-2022
NEW FLYER/XT40/2014-2022
NEW FLYER/XT60/2014-2022

Mfr's Report Date: December 20, 2022

NHTSA Campaign Number: 22V-943

Components:

STEERING:COLUMN

Potential Number of Units Affected: 746

Problem Description:

New Flyer of America, Inc. (New Flyer) is recalling certain 2013-2022 XDE35, XDE40, XDE60, XE40, XN40, 2017-2022 XE60, 2014-2022 XT40 and XT60 transit buses equipped with a double tilt steering column. The steering column connection to the upper steering shaft may become loose.

Consequence:

A loose steering shaft can cause a loss of steering, increasing the risk of a crash.

Remedy:

Dealers will replace the steering column and shaft components, free of charge. Owner notification letters are expected to be mailed on February 13, 2023. Owners may contact New Flyer's customer service at 1-204-224-6706. New Flyer's number for this recall is R22-035.



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.

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.

Per the requirements of 573.6(c)(2)(iv), please provide the supplier's name, contact information, address and country of origin (if known) for the affected component(s). If your company manufactured the component itself, then please state so in 573.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight 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.

New Flyer of America, 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,



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