

Part 573 Safety Recall Report

22V-943

Manufacturer Name : New Flyer of America, Inc.

Submission Date : JAN 10, 2023

NHTSA Recall No. : 22V-943

Manufacturer Recall No. : R22-035



Manufacturer Information :

Manufacturer Name : New Flyer of America, Inc.

Address : 711 Kernaghan Avenue
Winnipeg, MB 00 R2C3T4

Company phone : 204-224-6706

Population :

Number of potentially involved : 746

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2013-2022 New Flyer XDE35, XDE40, XDE60, XE40, XE60, XN40, XT40, XT60

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was based on vehicles using a specific, non-standard steering column, which is a "double tilt" column, allowing a normal tilt function, as well as a function to allow the entire column to pivot away from the dash.

Product is isolated to specific customers that require this column type

Production Dates : NOV 18, 2013 - DEC 06, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : On certain buses, the steering column to upper steering shaft connection may become loose over time

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the steering column and/or steering shaft become loose and worn, loss of steering may occur. Loss of steering increases the risk of a crash.

At this time, zero reports of steering loss have been reported

Description of the Cause : The torque value on the pinch bolt which clamps the upper steering shaft collar to the column was lower than necessary

Identification of Any Warning that can Occur : A "clicking" sound was reported coming from the lower steering column area while turning prior to identifying the issue

Involved Components :

Component Name 1 : Steering column

Component Description : COLUMN-STEERING DBL TILT 9204

Component Part Number : 536446

Component Name 2 : Upper steering shaft

Component Description : JOINT-U STRG DBL TILT

Component Part Number : 532703

Supplier Identification :

Component Manufacturer

Name : Douglas Autotech Coporation

Address : 300 Albers Road
Bronson Michigan 49028

Country : United States

Chronology :

In late November 2022, a customer indicated a "clicking" sound was heard from a steering column. November 29, 2022, our Service Representative met with the customer and reviewed the bus in question. Over the ensuing days, several more buses were checked, culminating in a fleet check on or about December 06, 2022, which indicated an issue with the upper steering shaft clamping collar to column connection. In early December, New Flyer assembled a team to analyze the issue and determine the cause. This team focused on spline engagement, torque value of the pinch-bolt used on the collar of the steering shaft-to-column connection, and steering components. The team ultimately determined the pinch bolt torque was lower than necessary. New Flyer's Safety Committee met on December 16, 2022, and determined a Safety Recall was warranted, and New Flyer subsequently submitted the recall.

Description of Remedy :

Description of Remedy Program : New Flyer will check, with appropriate gauges, and replace necessary steering column and shaft components, and re-torque affected pinch bolts.

In the event material supply becomes a constraint, there are secondary plans to permanently attach the column-to-shaft connection through welding of the components

If the owner performs the work, New Flyer will provide replacement parts and reimburse labor costs associated with this correction through our warranty process. In the event a customer has made similar repairs within approx. 12 months prior to this recall, New Flyer will reimburse through our warranty process

How Remedy Component Differs from Recalled Component : Once components are replaced or verified, the additional torque application to the pinch bolt would prevent further issues.

If the secondary plans are executed, the permanent attachment would also prevent further issues.

Identify How/When Recall Condition was Corrected in Production : When the torque was identified as suspect, engineering release a change notice to require the torque increase. The change release was implemented on affected buses in our manufacturing plants, prior to customer delivery

Recall Schedule :

Description of Recall Schedule : A draft recall letter will be provided for review, and owner letters will be issued within approx. 3 weeks of NHTSA approval of the draft, but not more than 60 days after this recall submission.

Please note as New Flyer does not have a dealer network, dates entered are simply to line up with customer notification

Planned Dealer Notification Date : FEB 13, 2023 - FEB 17, 2023

Planned Owner Notification Date : FEB 13, 2023 - FEB 17, 2023

* NR - Not Reported