



IMPORTANT SAFETY RECALL NOTICE

01-February-2023

VIA US First Class Mail




Subject: **Motor Vehicle Safety Recall 22V-943 Steering Column/Upper Steering Shaft**

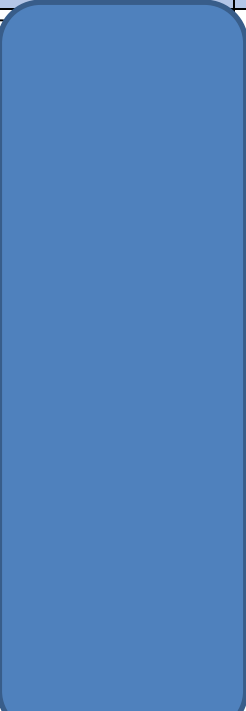
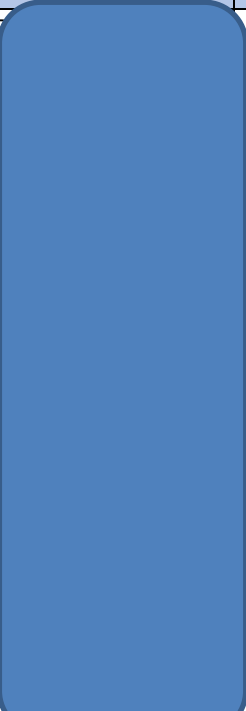
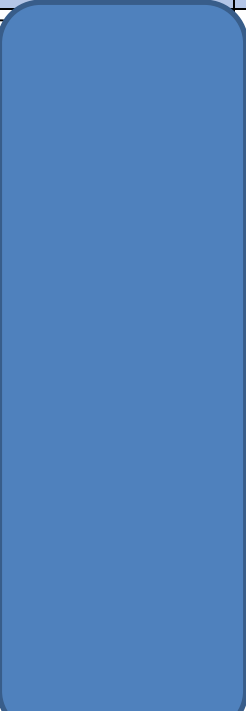
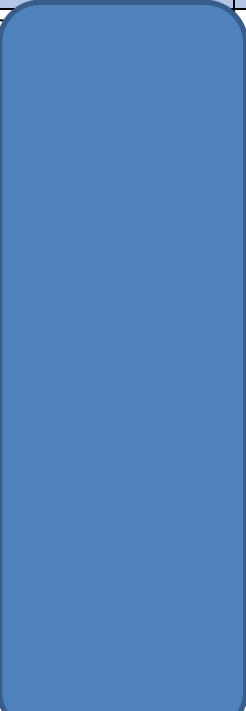
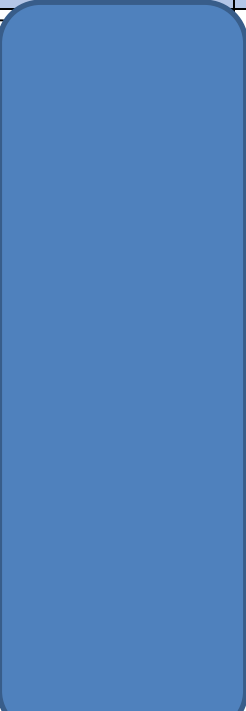
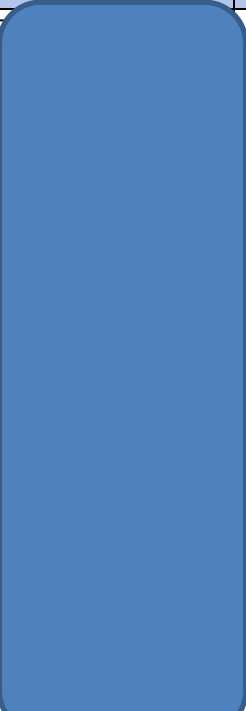
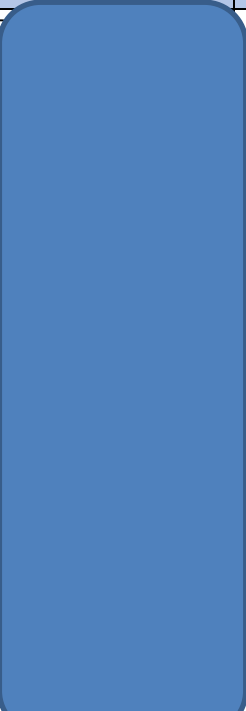
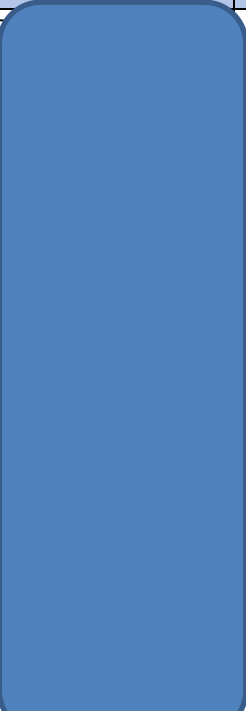
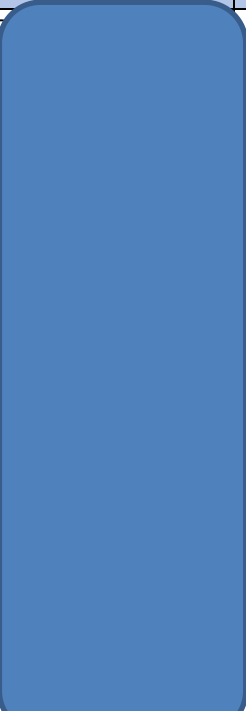
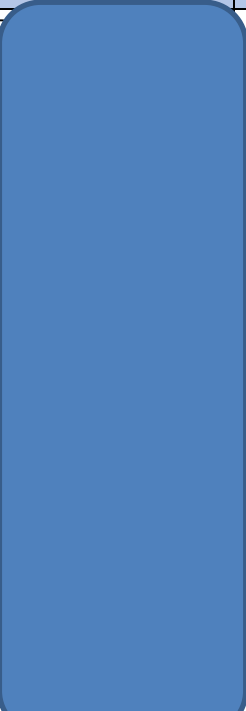
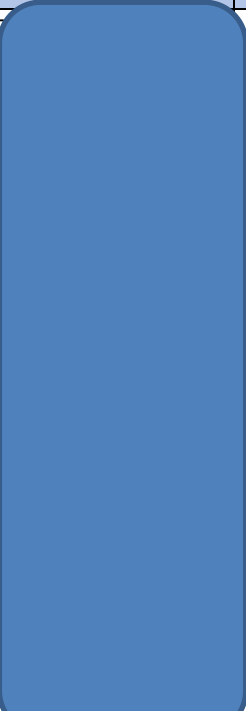
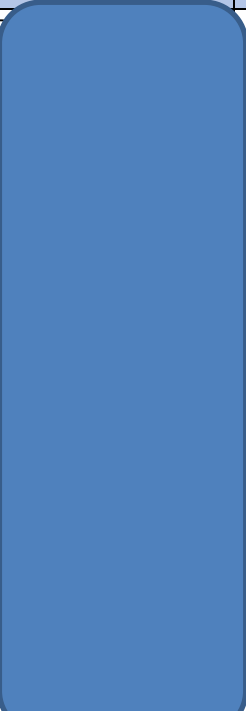
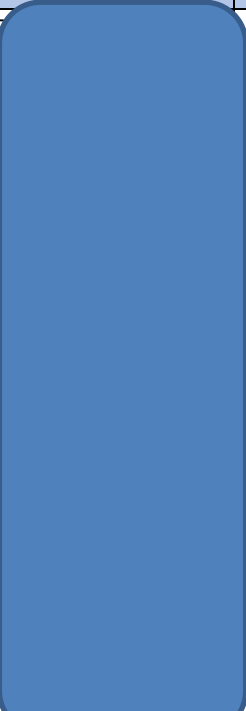
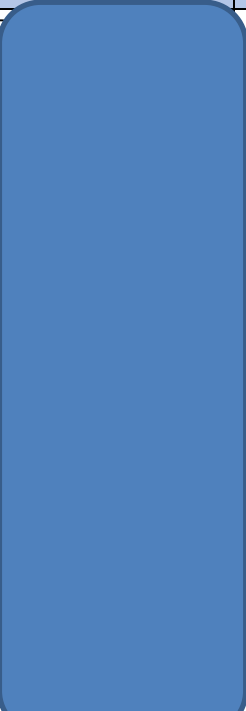
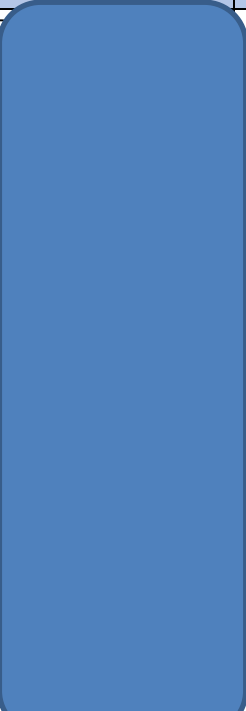
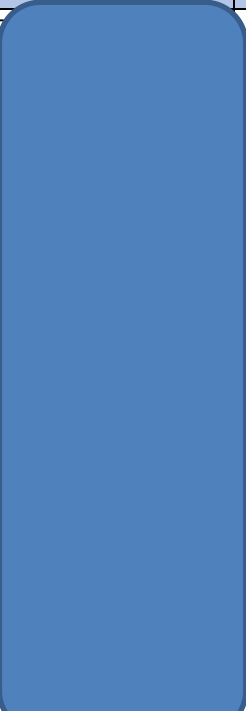
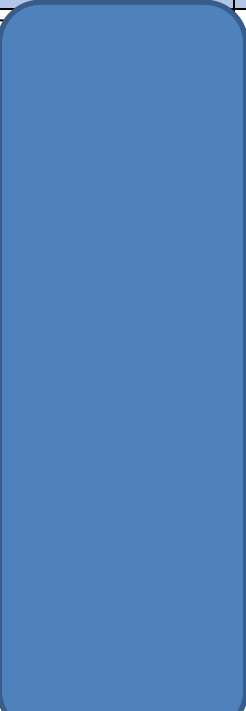
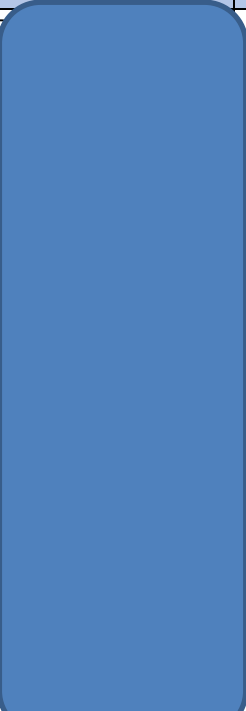
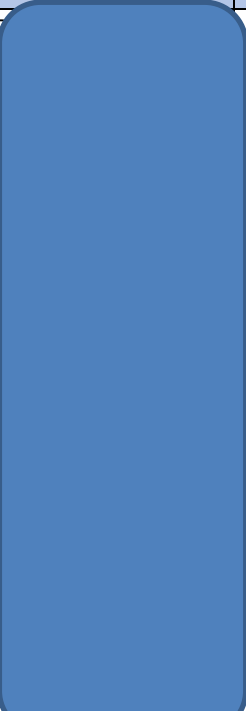
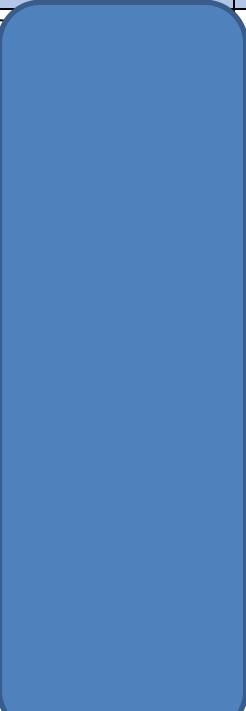
To whom it may concern:

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 vehicles equipped with a “double tilt” steering column.

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

Make: New Flyer Heavy Duty Urban Transit Bus
Model: XDE60

VIN	Fleet #	Model	Model Year
5FYH8YU09L		XDE60	2020
5FYH8YU05L		XDE60	2020
5FYH8YU07L		XDE60	2020
5FYH8YU09L		XDE60	2020
5FYH8YU00L		XDE60	2020
5FYH8YU02L		XDE60	2020
5FYH8YU04L		XDE60	2020
5FYH8YU06L		XDE60	2020
5FYH8YU08L		XDE60	2020
5FYH8YU0XL		XDE60	2020
5FYH8YU01L		XDE60	2020
5FYH8YU08L		XDE60	2020
5FYH8YU0XL		XDE60	2020
5FYH8YU01L		XDE60	2020
5FYH8YU03L		XDE60	2020
5FYH8YU05L		XDE60	2020
5FYH8YU07L		XDE60	2020
5FYH8YU09L		XDE60	2020
5FYH8YU00L		XDE60	2020
5FYH8YU02L		XDE60	2020



VIN	Fleet #	Model	Model Year
5FYH8YU04L		XDE60	2020
5FYH8YU07L		XDE60	2020
5FYH8YU09L		XDE60	2020
5FYH8YU00L		XDE60	2020
5FYH8YU02L		XDE60	2020
5FYH8YU04L		XDE60	2020
5FYH8YU06L		XDE60	2020
5FYH8YU08L		XDE60	2020
5FYH8YU0XL		XDE60	2020
5FYH8YU01L		XDE60	2020
5FYH8YU03L		XDE60	2020

The double-tilt column used in the affected vehicles has been found to have wear between the steering column and upper steering shaft connection. This wear has been determined to be due to a lower than necessary torque value on the pinch bolt of the steering shaft collar. This reduced clamp force from the pinch bolt may allow wear, over time, which may cause the spline engagement between the 2 components to further loosen and allow slipping in the connection. (Preceding potential slippage of the steering components, an audible sound described as a “clicking” may be noticed.) This slipping could cause a loss of steering control.

A loss of steering control increases the potential for a vehicle crash and injury.

New Flyer will check the steering column and upper steering shaft splines to verify no excessive wear, replace components as necessary, and re-torque the pinch bolt on the steering shaft collar on the above vehicles at no cost. Please contact your Regional Product Support Manager to coordinate the recall action. New Flyer anticipates that the repairs to correct the issue will take approximately 0.5 – 1.5 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 "J. Johnson".

By: Jim Johnson
Vehicle Safety & Regulatory Compliance Manager
(256) 453-7181

cc (email):  – Vice President, Customer Care
 – Regional Director
 Regional Product Support Manager