



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 30, 2023

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

NEF-107DC  
23V-722

**Subject:** Transmission May Separate from Driveshaft

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/XD35/2019-2024  
NEW FLYER/XD40/2019-2024  
NEW FLYER/XN35/2019-2024  
NEW FLYER/XN40/2019-2024

**Mfr's Report Date:** October 26, 2023

**NHTSA Campaign Number:** 23V-722

**Components:**

POWER TRAIN:DRIVELINE:DRIVESHAFT

**Potential Number of Units Affected:** 2,351

**Problem Description:**

New Flyer of America, Inc. (New Flyer) is recalling certain 2019-2024 XD35, XD40, XN35, and XN40 transit buses. The transmission yoke may separate, resulting in driveshaft separation and a sudden loss of drive power.

**Consequence:**

A sudden loss of drive power can increase the risk of a crash.

**Remedy:**

New Flyer will work with the equipment manufacturer, Allison Transmission Inc., to inspect, and if necessary, tighten loose transmission yoke bolts, free of charge. Owner notification letters are expected to be mailed November 30, 2023. Owners may contact New Flyer customer service at 1-800-241-2947. New Flyer's number for this recall is R23-20.

**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](http://www.nhtsa.gov).



**Please ensure the following requirements are met:**

Please specify if another company intends to file the quarterly completion rate reports with detailed information about your company's remedy counts, or if New Flyer intends to file those reports. Please state this in the remedy section of the 573.

**AMENDED 573 REQUIRED.**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

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.**

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

New Flyer of America, Inc.'s contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@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