

Part 573 Safety Recall Report

23V-897

Manufacturer Name : New Flyer of America, Inc.

Submission Date : DEC 22, 2023

NHTSA Recall No. : 23V-897

Manufacturer Recall No. : R23-023



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 : 246

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2023 New Flyer XE35, XE40

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population is based on the latest version of electric bus system controls.

Previous versions are not included.

XE35: 2021-4; 2022-26; 2023-19

XE40: 2021-4, 2022-138; 2023-51

XE60: 2023-4

Production Dates : MAY 18, 2021 - DEC 15, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : During certain conditions, coupled with component or harness failure, unintended throttle activation could occur.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Unintended throttle activation increases the risk of a crash.

Description of the Cause : Cause is a signal inadvertently omitted from a throttle position sensor (TPS) above 0mph.

Identification of Any Warning that can Occur : No warning is likely provided for this condition.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

New Flyer received a report in June 2023 of an unintended throttle activation on a 2023 XE40 transit bus. This was noticed during off-loading of the bus during delivery. (The unintended throttle was able to be controlled with the application of the service brake.) Our Technical Support Specialist (TSS) team began working with our technician to correct the bus over the next several weeks, resulting with the replacement of the throttle pedal and harnesses in September 2023, correcting the issue on the bus.

New Flyer engineering then began an expanded investigation on the event. Through the investigation, in October/November 2023 it was determined that a specific signal indicating throttle on/off was not being captured above 0mph. This signal would have provided a redundancy for the electronic control functioning. This non-captured signal, coupled with a faulty component(s), could result in an unintended throttle if the components fail above 0mph. Research/analysis began on software versions that may be suspect.

December 14, 2023, investigation/review was completed on software versions previously released, and confirmed that certain buses, with newer system control components, could be affected if a component fault occurs above 0mph.

This issue was presented to the Safety Committee for review on December 20, 2023, which resulted in concurrence a recall should be issued, culminating with this 573 report.

Description of Remedy :

Description of Remedy Program : New Flyer will update the programming on affected buses, free of charge. If a property prefers to update the program, New Flyer will provide the program, and the customer can request reimbursement for labor through the New Flyer warranty process.

How Remedy Component Differs from Recalled Component : Software revision level.

Identify How/When Recall Condition was Corrected in Production : New Flyer began updating software in production units in November, 2023.

Recall Schedule :

Description of Recall Schedule : New Flyer does not utilize a Dealer network. Dealer Notification dates are aligned with Owner Notification dates.

Planned Dealer Notification Date : FEB 14, 2024 - FEB 14, 2024

Planned Owner Notification Date : FEB 14, 2024 - FEB 14, 2024

* NR - Not Reported