



IMPORTANT SAFETY RECALL NOTICE

1 October 2015

VIA EXPRESS MAIL



Subject: **Motor Vehicle Safety Recall 15V-562**
Front Axle Center Link Assembly – Tie Rod End Retaining Clamp Torque.

Dear [Redacted]:

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 certain New Flyer transit vehicles. Further investigation has revealed that the following vehicles, operated by [Redacted] may be affected:

Make: New Flyer
Model: SR1881 2014 XDE40
VIN:

- | | | |
|-------------------|-------------------|-------------------|
| 5FYH8FR18EB045161 | 5FYH8FR16EB045174 | 5FYH8FR10EB045185 |
| 5FYH8FR1XE045162 | 5FYH8FR18EB045175 | 5FYH8FR12EB045186 |
| 5FYH8FR11EB045163 | 5FYH8FR11EB045177 | 5FYH8FR18EB045189 |
| 5FYH8FR13EB045164 | 5FYH8FR13EB045178 | 5FYH8FR14EB045190 |
| 5FYH8FR15EB045165 | 5FYH8FR15EB045179 | 5FYH8FR11EB045194 |
| 5FYH8FR19EB045167 | 5FYH8FR11EB045180 | 5FYH8FR13EB045195 |
| 5FYH8FR12EB045169 | 5FYH8FR13EB045181 | 5FYH8FR17EB045197 |
| 5FYH8FR19EB045170 | 5FYH8FR15EB045182 | 5FYH8FR19EB045198 |
| 5FYH8FR10EB045171 | 5FYH8FR19EB045184 | 5FYH8FR10EB045199 |

Model: SR1902 2014 XDE40
VIN:

- | | | |
|-------------------|-------------------|-------------------|
| 5FYH8FR14EB046047 | 5FYH8FR1XE046053 | 5FYH8FR19EB046058 |
| 5FYH8FR16EB046048 | 5FYH8FR13EB046055 | 5FYH8FR17EB046060 |
| 5FYH8FR14EB046050 | 5FYH8FR17EB046057 | |

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Winnipeg, Manitoba
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Ph: (204) 224-1251

Aftermarket Facility
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Door 76
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R2C 5G1 Canada
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New Product
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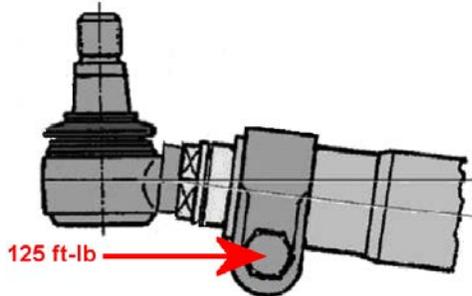
Crookston
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56716 USA
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36207 USA
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New Flyer has determined that specific vehicles manufactured between July 2014 and April 2015 may have been shipped to the customer locations with inadequate torque applied to the front axle center link assembly tie rod end retaining clamp.



These connections may not have been torqued to the manufactures specification during the production alignment adjustment.

Separation of the front axle tie rod end from the center link tube assembly, results in a loss of vehicle steering control, and increases the risk of vehicle crash and injury.

New Flyer is recommending that the vehicles identified above are inspected to ensure the proper torque of 125 ft-lb is applied to the center link retaining clamp.

This recall is being conducted by New Flyer. All parts and labor required to accomplish the recall corrective action will be provided at no cost. Your New Flyer Customer Service representative John Elder, will assist in the coordination of the retrofit of the buses identified above.

If you are a lessor of vehicles which are identified above, 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.

By: Kerry Legg
Vehicle Safety & Regulatory Compliance Manager
(204) 224-6706

cc: Chris Stoddart – Vice President Engineering Services
John Elder – Regional Director Product Support