



5 April 2012

VIA Express MAIL

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject: NHTSA Vehicle Safety Recall 12V-132 –  
BAE HybriDrive<sup>®</sup> Systems with A123 Li-Ion Energy Storage Systems (Li-Ion ESS).**

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

New Flyer Industries Canada ULC and New Flyer of America Inc. (together "New Flyer") have decided in consultation with BAE Systems, that a potential defect which relates to motor vehicle safety, exists in certain New Flyer transit vehicles owned and operated by [REDACTED]. The following vehicles from your fleet are affected:

**Make:** New Flyer Transit Vehicle  
**Model:** XDE40 - SR1554  
**VIN Range (last 6 digits):** 039226 to 039272  
**Model:** XDE40 – SR1636  
**VIN Range (last 6 digits):** 039273 to 039277.

BAE Systems has informed New Flyer of a potential defect in the Li-Ion Energy Storage System (Li-Ion ESS) which is manufactured by A123 and Utilized in the BAE HybriDrive<sup>®</sup> propulsion system. Over time, particulate debris can accumulate in the Li-Ion ESS. Accumulated debris in conjunction with moisture can breach the electrical isolation of the high voltage battery pack. If the battery pack isolation is breached at both sides of the battery, a conductive path could form. This can result in the unintentional discharge of the battery's stored energy, creating a risk of smoke, melting and charring, possibly resulting in fire.

BAE has recommended the incorporation of a contactor and a control system reprogramming to address the potential for this failure to occur.

New Flyer will coordinate the incorporation of this recommended corrective action by BAE Systems personnel onto your vehicles. This modification will be conducted as soon as parts and personnel are available to begin.

We regret any inconvenience which this action may cause you, however, we are concerned about your safety and the safety of your passengers. For information or assistance with regards to this defect, contact either your Regional Product Support Manager Steve Evanko, or New Flyer Customer Services at (204) 224-6703.

**Headquarters/  
Winnipeg Facility**  
711 Kernaghan Ave.  
Winnipeg, Manitoba  
R2C 3T4 Canada  
Ph: (204) 224-1251

**Customer  
Services**  
25 DeBaets St.  
Winnipeg, Manitoba  
R2J 4G5 Canada  
Ph: (204) 982-8400

**New Product  
Development**  
Unit 7, 45 Beghin Ave.  
Winnipeg, Manitoba  
R2J 4B9 Canada  
Ph: (204) 982-8413

**Crookston  
Facility**  
214 5<sup>th</sup> Ave. SW  
Crookston, Minnesota  
56716 USA  
Ph: (218) 281-5752

**St. Cloud  
Facility**  
6200 Glenn Carlson Dr.  
St. Cloud, Minnesota  
56301 USA  
Ph: (320) 203-0576

[www.newflyer.com](http://www.newflyer.com)

If you no longer own these vehicles, please inform us when you call.

Federal regulations require that any vehicle leaser receiving this notice, must forward a copy of this notice to the person leasing the vehicle within ten days.

This recall is being managed by New Flyer. Parts and labor required to accomplish the recall will be provided at no cost.

If you had this repair 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. For more information please contact the New Flyer Warranty Department at (204) 224-6772.

If we fail, or we are unable to remedy this defect without charge and 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 the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153);

or go to: <http://www.safercar.gov> .

Thank you for your attention to this important matter.

Sincerely,

**NEW FLYER OF AMERICA INC.**  
**NEW FLYER INDUSTRIES CANADA ULC**



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

cc: Steve Evanko – Regional Product Support Manager  
Chris Stoddart – Vice President Engineering Services.