



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 15, 2021

Mr. Kerry Legg
Vehicle Safety and Regulatory Compliance Manager
New Flyer of America, Inc.
711 Kernaghan Avenue
Winnipeg, MB
Canada R2C 3T4

NEF-107MR
21V-244

Subject: Inverter Error May Shutdown Electric Drive

Dear Mr. Legg:

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/XE35/2019-2021
NEW FLYER/XE40/2013-2021
NEW FLYER/XE60/2018-2021
NEW FLYER/XHE40/2016-2019
NEW FLYER/XHE60/2015

Mfr's Report Date: April 7, 2021

NHTSA Campaign Number: 21V-244

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:INVERTER

Potential Number of Units Affected: 227

Problem Description:

New Flyer of America, Inc. (New Flyer) is recalling certain 2013-2021 XE40, 2019-2021 XE35, 2018-2021 XE60, 2016-2019 XHE40, and 2015 XHE60 vehicles. Firmware errors in the inverters may cause the electric drive system to shutdown.

Consequence:

A sudden loss of power increases the risk of a crash.

Remedy:

New Flyer will notify owners, and dealers will update firmware software, free of charge. The recall is expected to begin April 19, 2021. Owners may contact New Flyer customer service at 1-204-224-6706. New Flyer's number for this recall is R21-005.

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.safercar.gov.



We have received New Flyer's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

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 Part 573.7, submission of the first of six 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.

New Flyer of America, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement