



IMPORTANT SAFETY RECALL

09-November-2023

VIA US First Class Mail

[Redacted]

Subject: Motor Vehicle Safety Recall 23V-711 GAWR/GVWR Label incorrect

To whom it may concern:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. New Flyer of America, Inc. (New Flyer) has decided that certain Xcelsior transit buses, 2021-2023 XD35, 2022-2023 XD40, 2022-2023 XD60, 2022 XDE35, 2021-2022 XE40, 2022-2023 XN35 and 2022-2023 XN60 fail to conform to Federal Motor Vehicle Safety Standard No. 120, "Wheels and Rims". The Gross Axle Weight Rating (GAWR) and Gross Vehicle Weight Rating (GVWR) listed on the Certification labels are incorrect, which can allow the vehicle to be overloaded.

An overloaded vehicle can increase the risk of a crash.

New Flyer has determined that the following vehicles, operated by the [Redacted] are affected by this recall action:

Make: New Flyer Xcelsior Heavy Duty Urban Transit Bus

VIN	Fleet #	Model	MY
5FYD8FV07N [Redacted]	[Redacted]	XD40	2022
5FYD8FV09N [Redacted]	[Redacted]	XD40	2022
5FYD8FV00N [Redacted]	[Redacted]	XD40	2022
5FYD8FV02N [Redacted]	[Redacted]	XD40	2022
5FYD8FV04N [Redacted]	[Redacted]	XD40	2022

What New Flyer will do, free of charge:

- New Flyer will provide an overlay for the label with corrected axle weights, and install them, free of charge.
- If you would prefer to install them, please make your RPSM, CPM or the undersigned aware. Labor for the installation can be reimbursed through New Flyer's normal warranty process.
- The time to perform this action is estimated at 15 minutes.

If you are a lessor of vehicles which are affected, 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 have any questions about this recall, please feel free to contact your RPSM, CPM or the undersigned. 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 have caused. 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.

A handwritten signature in blue ink, appearing to read "J. Johnson".

By: Jim Johnson
Vehicle Safety & Regulatory Compliance Manager
[REDACTED]