



IMPORTANT SAFETY RECALL NOTICE

13-February-2024

VIA US First Class Mail

ATTN: [REDACTED]

Subject: **Motor Vehicle Safety Recall 23V897 unintended acceleration/software update**

To whom it may concern,

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 in certain 2021-2023 XE35 & XE40, and 2023 XE60 buses.

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

Make: New Flyer Heavy Duty Urban Transit Bus

VIN	Model	MY	VIN	Model	MY
5FYB8KJ03NF [REDACTED]	XE35	2022	5FYB8KJ05NF [REDACTED]	XE35	2022

Due to a software error, unintended acceleration may occur during certain conditions.

Unintended acceleration can increase the risk of a crash.

What New Flyer will do:

New Flyer will update the programming, free of charge, for all affected buses. This remedy will take approximately 15-30 minutes per bus to complete, not including shop and vehicle logistics. Your RPSM will contact you and make arrangements to have this remedy completed on your buses. If you have any questions, please contact your RPSM or CPM.

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 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. Additionally, if you plan to perform the Retrofit on your own, New Flyer will provide specific instructions, and this will be reimbursed through New Flyer's normal warranty process.



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.

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

By: Jim Johnson
Vehicle Safety & Regulatory Compliance Manager
