

[REDACTED]

**Subject:** IMPORTANT SAFETY RECALL - [REDACTED] New Flyer XE  
**Date:** Friday, February 24, 2023 1:33:00 PM  
**Attachments:** [23V083](#) [REDACTED]

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Good afternoon,

This email is to follow up on a conversation New Flyer staff had with you related to a recall of New Flyer's Next-Gen ESS enclosure. The official recall letter, which includes New Flyer's next steps and instructions for customers, is attached and being mailed via First-class mail. Please know that we are putting all resources into a remedy for this issue and are committed to ensuring the safety of our vehicles.

Feel free to reach out to your CPM, RPSM, RSM or the undersigned with any questions.

Thanks, Jim

**Jim Johnson**

*Manager, Vehicle Safety and Regulatory Compliance*

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