

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: ESS - IMPORTANT SAFETY RECALL - [REDACTED] /New Flyer XE
Date: Wednesday, June 7, 2023 11:56:43 AM
Attachments: [REDACTED]

Dear [REDACTED],

As a follow-up to our previous communications on the Energy Storage System recall, we are happy to report that New Flyer has finalized the drain design solution for the ESS recall, and the design testing is complete.

We have begun production of the drain assemblies and are doing everything possible to install drain assemblies on your buses as soon as possible. We are aiming to have installations completed for all customers in the next few months.

I would like to schedule time with you to review the details of this drain solution and discuss the timing specific to your vehicles. Please feel free to respond to me with your availability for this meeting.

We appreciate your patience and support as we work to complete this rework.

Sincerely,

[REDACTED]
Customer Program Manager

[REDACTED]

[New Flyer | MCI](#)

CONFIDENTIALITY STATEMENT: This communication (and any and all information or material transmitted with this communication) is confidential, may be privileged and is intended only for the use of the intended recipient. If you are not the intended recipient, any review, retransmission, circulation, distribution, reproduction, conversion to hard copy, copying or other use of this communication, information or material is strictly prohibited. If you received this communication in error or if it is forwarded to you without the express authorization of New Flyer, please notify us immediately by telephone or by return email and permanently delete the communication, information and material from any computer, disk drive, diskette or other storage device or media. Thank you.

This communication (and any attachments) is directed in confidence to the addressee(s) listed above, and may not otherwise be distributed, copied or used. The contents of this communication may also be subject to privilege, and all rights to that privilege are expressly claimed and not waived. If you have received this communication in error, please notify us by reply e-mail or by telephone and delete this communication (and any attachments) without making a copy. Thank you.

From: Jim Johnson <Jim_Johnson@newflyer.com>
Sent: Tuesday, May 2, 2023 [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: IMPORTANT SAFETY RECALL - [REDACTED] /New Flyer XE

Good morning,

This email is to follow up on conversations you've had with New Flyer staff related to the next steps in the solution to the recall of New Flyer's Next-Gen ESS enclosure. As you should know by now, these next steps include the installation of ports in the ESS, which will followed by installation of drains. I've attached an updated customer notification letter, which contains the same information shared with you verbally but is the written communication. Thank you for your patience as we work through this issue—we are glad to be making progress and are eager to get the final remedy installed early this summer.

Thanks, Jim

Jim Johnson

Manager, Vehicle Safety and Regulatory Compliance

[New Flyer | MCI](#)

From: Jim Johnson

Sent: Friday, February 24, 2023

To:

Cc:

Subject: IMPORTANT SAFETY RECALL - /New Flyer XE

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. 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

[New Flyer | MCI](#)