



# IMPORTANT SAFETY RECALL

13-March-2024

VIA US First Class Mail



**Subject: Motor Vehicle Safety Recall 24V056 ESS liquid accumulation**

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, 2021-2024 XE60, and 2023-2024 XHE40 battery-electric and fuel cell-electric vehicles. These vehicles are outfitted with an Energy Storage System (ESS) that have automatic drain valves installed.

This recall was issued due to a rubber washer within the ESS automatic drain valves. This rubber washer could impede the timely activation of the drain valve.

If a leak occurs inside of an ESS and is undetected, liquid could accumulate if the drain valve does not activate timely, leading to an electrical short, increasing the risk of a fire.

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

**Make: New Flyer Heavy Duty Urban Transit Bus**

VIN	Fleet #	Model	Year	VIN	Fleet #	Model	Year
5FYB8FJ04PB [redacted]	[redacted]	XE40	2023	5FYB8FJ06PB [redacted]	[redacted]	XE40	2023

**Proper Personal Protective Equipment (PPE) must be used, and all safety protocol must be followed when working with and near/around high voltage (HV) components. Please refer to your Service Manual for details.**

**What New Flyer will do, free of charge:**

- Remove the drain valves, remove the rubber washer, and reinstall the drain valves. Your RPSM will communicate and make the necessary arrangements for the remedy to occur.
- New Flyer expects this work to take approximately 1.25 hours, excluding vehicle and shop logistics.

**What customers should do:**

- Continue operating the bus(es) and follow normal Preventative Maintenance checks.
- If you prefer to perform the remedy action yourself, please contact your RPSM for the proper work instructions, and you can submit a labor claim(s) through the normal warranty process once complete.

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. Please contact your RPSM, CPM, RSM or the undersigned.

If you have any questions about this recall, please feel free to contact your RPSM, CPM, RSM, Customer Service at 1-800-241-2947, 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 this action may have caused. However, this action will ensure 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

