



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 27, 2025

25V542

Jim Johnson  
New Flyer of America, Inc.  
106 National Drive  
Anniston, AL 36207

**Subject:** Insufficient Number of Emergency Exits/FMVSS 217

Dear Jim Johnson:

This letter serves to acknowledge New Flyer of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

NEW FLYER/XCELSIOR/2011-2025

**Mfr's Report Date:** August 22, 2025

**NHTSA Campaign Number:** 25V542

**Components:**

STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT

**Potential Number of Units Affected:**

**Problem Description:**

New Flyer of America, Inc. (New Flyer) is recalling certain 2011-2025 Xcelsior buses. The buses may have been built without enough emergency exits or the exits may be in an incorrect location. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 217, "Bus Emergency Exits and Window Retention and Release."

**Consequence:**

An insufficient number, or incorrectly located, of emergency exits can prevent or delay passengers from exiting during an emergency, increasing their risk of injury.

**Remedy:**

New Flyer will mail instructions and necessary parts to add additional emergency egress windows, free of charge. Owner notification letters are expected to be mailed October 17, 2025. Owners may contact



New Flyer's customer service at 1-800-241-2947.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

**Potentially Affected Units Not Supplied**

Identify the total number of products potentially containing the defect or noncompliance as required by 49 CFR 573.6 (c)(3), in an amended Part 573 Recall Report through the NHTSA Recalls Portal.

**AMENDED 573 REQUIRED.**

**Involved Component Not Supplied**

Provide the part number, name and description of the component(s) involved in this recall as required by 49 USC § 30119 in an amended 573 in the "Involved Components" section through the NHTSA Recalls Portal.

**AMENDED 573 REQUIRED.**

**Please be reminded of the following requirements:**

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

New Flyer of America, Inc.'s contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



*Alex Ansley*

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement