



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 09, 2025

25V566

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

Subject: High Voltage Battery May Overheat and Cause Fire

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/XE40/2013, 2017-2025
NEW FLYER/XE60/2019-2025
NEW FLYER/XE35/2019-2025
NEW FLYER/XHE40/2023-2025
NEW FLYER/XHE60/2024-2025

Mfr's Report Date: August 29, 2025

NHTSA Campaign Number: 25V566

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY:MANAGEMENT
SYSTEM/ENERGY CONTROL MODULE (BMS/BECM):SOFTWARE
ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY

Potential Number of Units Affected: 1,170

Problem Description:

New Flyer of America, Inc. (New Flyer) is recalling certain 2013, 2017-2025 XE40, 2019-2025 XE60, XE35, 2023-2025 XHE40, and 2024-2025 XHE60 buses. An inadequate weld on the high voltage battery busbar and incorrect software may cause the battery module to overheat.

Consequence:

A battery module that overheats increases the risk of a fire.

Remedy:

New Flyer will inspect and replace the battery module as necessary. New Flyer will also update the BMS software. All repairs will be performed 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.

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. We look forward to working with you.

Sincerely,

Alex Ansley

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