



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V542

Manufacturer Name: New Flyer of America, Inc.

Submission Date: Sep 08, 2025

NHTSA Recall No.: 25V542

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: New Flyer of America, Inc.

Address: 711 Kernaghan Avenue
Winnipeg, MB Foreign
States, R2C3T4

Total number of potentially involved: 2,354

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2012-2025 NEW FLYER XCELSIOR

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Sep 03, 2012 - Aug 15, 2025

Number of potentially involved: 2,354

Descriptive Information:

Vehicles included in the recall were confirmed after a review of the specific requirements of FMVSS 217 and the corresponding calculations for each specific vehicle configuration.

Vehicles not included in the recall are vehicles that were calculated and confirmed to be compliant with FMVSS 217.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The noncompliance exists due some vehicles not fully complying with the unobstructed opening and emergency egress requirements in terms of distribution, location, and overall unobstructed openings.

FMVSS1: 217 - Bus emergency exits and window retention and release

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Insufficient emergency egress unobstructed openings may cause a delay in exiting the bus in the event

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of an emergency, increasing the risk of injury.

Description of the cause:

This was caused by calculation errors when determining the number of egress windows required.

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type: OEM

Name: Arow Global

Address:

Country: United States

Involved Components

Component Name 1: Side window kits

Component Description: WINDOW-INSTALL

Component Part Number:

Chronology

July/August-2025 an audit was initiated to validate compliance with 217. During this audit, several calculation anomalies were identified. This led to a complete, detailed analysis of 217 compliance for all buses.

Once completed, there were apparent inconsistencies with full compliance with 217.

These findings were present to the Vehicle Safety Committee on 15-Aug-2025, which concurred a noncompliance recall should be issued.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Repair

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Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

New Flyer will provide instructions and material to owners to make appropriate changes to their specific configuration and will reimburse these actions through our warranty plan on file with NHTSA. (As the vehicle specifics change the 217-requirements, the method of remedy varies from installing additional emergency egress window[s], with some that may simply be moving an egress window from one side to the other.)

How remedy component differs from recalled component:

Identify how/when recall condition was corrected in production:

Shipment of production buses has ceased until appropriate changes to the vehicle configuration occurs. (As the vehicle specifics change the 217-requirements, the method of remedy varies from installing additional emergency egress window[s], to some simply moving an egress window from one side to the other.)

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

New Flyer will send notifications to customers on or before the dates shown in the schedule.

Planned Dealer Notification Date:

No Dealers

Planned Interim Owner Notification Date: Oct 17, 2025 - Oct 17, 2025

No Owners

Planned Remedy Owner Notification Date:

Phased Recall

Date when VIN will be searchable: