



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V566

Manufacturer Name: New Flyer of America, Inc.

Submission Date: Sep 08, 2025

NHTSA Recall No.: 25V566

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: 1,170

Estimated percentage with defect: 0.2%

Vehicle Information

Vehicle 1: 2017-2025 NEW FLYER XE40

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Nov 01, 2017 - Jul 01, 2025

Number of potentially involved: 586

Descriptive Information:

Vehicles included were equipped with Freudenberg batteries (modules).

Vehicles not included do not have Freudenberg batteries (modules).

Vehicle 2: 2019-2025 NEW FLYER XE60

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Jan 02, 2019 - Jul 01, 2025

Number of potentially involved: 229

Descriptive Information:

Vehicles included were equipped with Freudenberg batteries (modules).

Vehicles not included do not have Freudenberg batteries (modules).

Part 573 Safety Recall Report

25V566**Vehicle 3:** 2013-2013 NEW FLYER XE40**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:****Fuel / Propulsion:** Electric Battery Power**Production Dates:** Jan 02, 2014 - Jan 02, 2014**Number of potentially involved:** 2**Descriptive Information:**

Vehicles included were equipped with Freudenberg batteries (modules).

Vehicles not included do not have Freudenberg batteries (modules).

Vehicle 4: 2024-2025 NEW FLYER XHE60**Product Category:****Product Type:****Fuel / Propulsion:** Fuel Cell Power**Production Dates:** Oct 01, 2024 - Jul 01, 2025**Number of potentially involved:** 8**Descriptive Information:**

Vehicles included were equipped with Freudenberg batteries (modules).

Vehicles not included do not have Freudenberg batteries (modules).

Vehicle 5: 2019-2025 NEW FLYER XE35**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:****Fuel / Propulsion:** Electric Battery Power**Production Dates:** Apr 01, 2019 - Jul 01, 2025**Number of potentially involved:** 193**Descriptive Information:**

Vehicles included were equipped with Freudenberg batteries (modules).

Vehicles not included do not have Freudenberg batteries (modules).

Vehicle 6: 2023-2025 NEW FLYER XHE40**Product Category:** Buses, Medium & Heavy Vehicles

Part 573 Safety Recall Report

25V566**Product Type:****Fuel / Propulsion:** Fuel Cell Power**Production Dates:** Jul 03, 2023 - Jul 01, 2025**Number of potentially involved:** 152**Descriptive Information:**

Vehicles included were equipped with Freudenberg batteries (modules).

Vehicles not included do not have Freudenberg batteries (modules).

Defect / Noncompliance Description

Description of the defect or noncompliance:

There was inadequate weld penetration on a busbar internal to the module, which caused the busbar to overheat which damaged neighboring components within the battery assembly, including the cells.

While the current BMS (Battery Management Software) software may detect the abnormal behavior, the current software does not lock-out the affected battery pack (which stops the flow of current).

FMVSS1:**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

If an inadequate busbar weld starts to fail or separate, and if the current continues to flow through the busbar, abnormal temperatures can be observed, increasing the risk of fire.

Description of the cause:

Incomplete weld on the J-bar and software that does not stop current flow through the pack when this condition is detected.

Identification of any warning that can occur:

A warning code of "_XP:1_High Voltage Line Open / Fuse Blown String X" would be noticed prior to an event occurring.

Component Manufacturer

Tier of Supplier: Tier 1**Supplier Type:****Name:** Freudenberg Battery Power Systems LLC**Address:**

Part 573 Safety Recall Report

25V566**Country:** United States

Involved Components

Component Name 1: HV module**Component Description:** BATTERY-XALT XMOD123E (HE)**Component Part Number:** 956366**Component Name 2:** HV module**Component Description:** BATTERY-XALT XMOD125E (HE)**Component Part Number:** 862550**Component Name 3:** HV module**Component Description:** BATTERY-XALT XMOD111E**Component Part Number:** 765786**Component Name 4:** HV module**Component Description:** BATTERY-XALT XMOD96P (HP)**Component Part Number:** 956367**Component Name 5:** HV module**Component Description:** BATTERY-XALT XPAND XMP71P**Component Part Number:** 615459**Component Name 6:** HV module**Component Description:** BATTERY-XALT XMOD76P (HP)**Component Part Number:** 773204**Component Name 7:** HV module**Component Description:** BATTERY-XALT XMOD111E**Component Part Number:** 744006

Part 573 Safety Recall Report

25V566

Component Name 8: HV module

Component Description: BATTERY-XALT XMOD111E (HE)

Component Part Number: 821711

Chronology

22-Jan-2025 New Flyer was advised of smoke emitting from a roof mounted ESS pack at a customer location. New Flyer technicians ultimately removed the ESS which was then sent for analysis.

Over the next several months, the battery (module) inspection and autopsy determined inadequate weld penetration of a J-bar weld caused the weld to separate over time resulting in localized arcing and high temperatures at the weld location. This high temperature damaged the neighboring cell causing the cell to eventually go into thermal runaway. This J-bar determination was presented to New Flyer on 20-Aug-2025.

New Flyer's Vehicle Safety Committee was convened on 22-Aug-2025 and determined a recall was warranted.

New Flyer had previously received a warranty claim in June-2024 for a string (pack) off-line, as well as a Field Report in May-2025. These were reviewed and root-cause was ultimately determined to be a similar J-bar issue.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type:

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

A battery management system software update will detect both uncharacteristic voltage and temperature behavior associated with a loose or high resistance connection (including J-bar) within a battery module and then opens contactors to the associated pack eliminating the flow of current. With the current flow eliminated, the weld penetration will not continue to generate heat and, therefore, prevents the potential for a thermal runaway in the battery cell. The software is calibrated to open the contactors in the affected pack ("lock-out" the pack) based on voltage and temperature behaviors in advance of conditions that could cause a thermal runaway condition due to overheating of a separated J-bar weld.

-Once a pack is locked out for this issue, the pack will remain locked out until unlocked by a New Flyer or Freudenberg technician using a secure unlock code. If a battery (module) within the locked-out pack has been checked and determined to have the J-bar weld issue, the battery (module) would be replaced.

-During a pack lockout, there is no degradation of power or performance; only vehicle range is affected.

-The vehicle operator would receive a dash display of a string (pack) offline.

Part 573 Safety Recall Report**25V566**

-New Flyer will warrant battery failures related to this J-bar condition for a period of 15 years from the date of this submission.

How remedy component differs from recalled component:

Identify how/when recall condition was corrected in production:

Vehicle release/deliveries ceased until the latest software was installed.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Owner letters are planned to be issued in mid-October-2025. Many vehicles in the population will likely be completed prior to owner letter receipt.

Planned Dealer Notification Date:

☒ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

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

☐ Phased Recall

Date when VIN will be searchable: