U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 25V631

Manufacturer Name: New Flyer of America, Inc.
Submission Date: Sep 10, 2026
NHTSA Recall No.: 25V631
Manufacturer Recall No.:

Manufacturer Information

Manufacturer Name: New Flyer of America, Inc.
Address: 711 Kernaghan Avenue
Winnipeg, MB FS, R2C3T4

Population

Total number of potentially involved: 655
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2021-2025 NEW FLYER XE35
Product Category: Buses, Medium & Heavy Vehicles
Product Type:
Fuel / Propulsion: Electric Battery Power
Production Dates: Oct 01, 2021 - May 01, 2025
Number of potentially involved: 130
Descriptive Information:
Recall population was identified by buses which have Freudenberg Gen 3 HE (High Energy) batteries. Vehicles not included in the recall do not have Freudenberg Gen 3 HE (High Energy) batteries.

Vehicle 2: 2021-2025 NEW FLYER XE40
Product Category: Buses, Medium & Heavy Vehicles
Product Type:
Fuel / Propulsion: Electric Battery Power
Production Dates: Apr 01, 2021 - Aug 01, 2025
Number of potentially involved: 450
Descriptive Information:
Recall population was identified by buses which have Freudenberg Gen 3 HE (High Energy) batteries. Vehicles not included in the recall do not have Freudenberg Gen 3 HE (High Energy) batteries.

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Vehicle 3: 2019-2019 NEW FLYER XE35

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Apr 01, 2019 - May 01, 2019

Number of potentially involved: 4

Descriptive Information:

Recall population was identified by buses which have Freudenberg Gen 3 HE (High Energy) batteries.

Vehicles not included in the recall do not have Freudenberg Gen 3 HE (High Energy) batteries.

Vehicle 4: 2021-2025 NEW FLYER XE60

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Mar 01, 2021 - Apr 01, 2025

Number of potentially involved: 71

Descriptive Information:

Recall population was identified by buses which have Freudenberg Gen 3 HE (High Energy) batteries.

Vehicles not included in the recall do not have Freudenberg Gen 3 HE (High Energy) batteries.

Defect / Noncompliance Description

Description of the defect or noncompliance:

New Flyer has decided that a defect which relates to motor vehicle safety exists in certain New Flyer buses equipped with Freudenberg (Freudenberg Battery Power Systems, LLC [Xalt Energy MI, LLC]) Gen 3 High-Energy battery systems. The cells in the high voltage battery system in these vehicles may experience a short circuit or other cell fault posing a risk of fire when battery cells are charged to full, or nearly full, capacity.

FMVSS1:

FMVSS2:

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

If the battery cell experiences a short circuit or other cell fault, in extreme circumstances this short circuit or other cell fault could lead to an increase in temperature, increasing the risk of a fire.

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Description of the cause:

Cause is short circuit or other cell fault in the high voltage battery cells. Precise cause of the battery cell short circuit is unknown.

Identification of any warning that can occur:

If the vehicle is powered on, temperature warnings would be visible on the drivers display. Without the vehicle on, visible smoke from the affected battery may be noticed.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type:

Name: Freudenberg Power Battery Systems

Address: 1121 Centre Road
Auburn Hills MI, 48326

Country: United States

Involved Components

Component Name 1: HV battery

Component Description: XMP-XALT MODULE XMP123E

Component Part Number: 968094

Component Name 2: HV battery

Component Description: BATTERY-XALT XMOD125E (HE)

Component Part Number: 862550

Component Name 3: HV battery

Component Description: BATTERY-XALT XMOD123E (HE)

Component Part Number: 956366

Chronology

- The first event New Flyer received notice of was in August-2023 from a customer which reported smoke from a roof mounted battery pack. This battery pack was removed and ultimately sent to a

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third-party forensics team. Freudenberg and New Flyer worked cooperatively during the following months in an attempt to understand the issue.

- Another report was received by New Flyer in June-2024. The battery pack from this bus was also sent to Freudenberg for analysis, and cooperation between the two companies continued.
- 6 more fires occurred between September-24 and July-2025.
- Concurrent with these incidents, New Flyer learned of other battery-originated fires which were traced to different issues, leading to 24V625 (for our affiliate MCI only) and 25V566 (New Flyer).
- July-Sep 2025, New Flyer and our 3rd-party forensics team, as well as Freudenberg and their 3rd-party forensics team had numerous discussions and meetings about possible causes of the battery cell failures.
- On 10-September-2025 a comprehensive review was held between New Flyer and Freudenberg to discuss the status of the evaluations and data collected to-date.
- New Flyer's Safety Committee met on 12-September-2025 and decided to conduct a safety recall for the battery issue.
- Q4-2025: New Flyer issued Interim Notices to customers and began uploading software (bus level controls) to vehicles to limit SOC to 75% as an interim remedy.
- Q1-2026: New Flyer continues with interim remedy software updates
- Q2-2026: New Flyer begins the phased permanent remedy repairs as planned
- June/July-2026: New Flyer develops a battery management level software as an update to the original interim remedy (bus-level controls) that is more robust and can more precisely control SOC
- Sep-2026: New Flyer begins uploading this latest version of interim remedy software to all buses (that have not had the final permanent remedy performed)
- Oct-2026: New Flyer customers (that have not had the final permanent remedy performed) will receive a second interim notice indicating this latest software update has been provided to affected customers. New Flyer will email these update notices to customers in Oct-2026.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type:

Consumer Advisories: ☐ Do Not Drive ☑ Park Outside

Description of remedy program:

Interim remedy: Customers are recommended to avoid charging vehicles above a state of charge of 75%, remove buses from the charger once charged and park vehicles outdoors after charging.

New Flyer will deploy a vehicle program update to limit the maximum State of Charge (SOC) to 75%, moderately reduce the charging current, and install enhanced post-charge battery monitoring and alert system. The post-charge battery monitoring and alert system will monitor the bus automatically for up to 2 hours after a charging session for any thermal anomalies. If any thermal anomalies are detected, the

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vehicle will automatically activate its hazard lights and audible buzzers to provide audible and visual alerts to anyone in proximity.

Sep-2026: New Flyer will begin deploying more robust software to customers in Aug/Sep-2026. This new battery management software will more precisely control the SOC maximum limit, and improve the performance of the interim remedy.

As a final remedy, New Flyer will replace the Xalt Gen3 batteries with batteries sourced from a different manufacturer. At this time, the replacement batteries are not yet available. Once batteries become available, New Flyer will notify you by mail to arrange the battery replacement. All repairs will be completed at no cost to you.

How remedy component differs from recalled component:

Remedy components will be from a different supplier.

Identify how/when recall condition was corrected in production:

New Flyer has stopped shipment and sale of affected vehicles at this time.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Interim notices are planned to be issued 14-Nov-2025.

Final notices will be issued as replacement components become available.

Planned Dealer Notification Date: ☑ No Dealers

Planned Interim Owner Notification Date: Nov 14, 2025 - Nov 14, 2025 ☐ No Owners

Planned Remedy Owner Notification Date: Mar 16, 2026 - Sep 13, 2027 ☑ Phased Recall

Date when VIN will be searchable: