



IMPORTANT SAFETY RECALL

01-October-2025

VIA US First Class mail



Subject: Motor Vehicle Safety Recall 25V542 emergency egress window non-compliance

To whom it may concern:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*.

New Flyer of America Inc. (New Flyer) has decided that certain 2012 through 2025 Xcelsior transit buses fail to conform to Federal Motor Vehicle Safety Standard No. 217, *Bus Emergency Exits and Window Retention and Release*.

New Flyer has determined that the following vehicles, owned/operated by you are affected by this recall action:

Make: New Flyer

VIN	Model	MY	VIN	Model	MY
5FYD8FV00EB	XD40	2014	5FYD8FV02FF	XD40	2015
5FYD8FV02EB	XD40	2014	5FYD8FV04FF	XD40	2015
5FYD8FV05FF	XD40	2015	5FYD8FV06FF	XD40	2015
5FYD8FV07FF	XD40	2015	5FYD8FV0XEC	XD40	2014
5FYD8FV09FF	XD40	2015	5FYD8FV01EC	XD40	2014
5FYD8FV00FF	XD40	2015	5FYD8FV03EC	XD40	2014
5FYD8FV07FF	XD40	2015	5FYD8FV05EC	XD40	2014
5FYD8FV09FF	XD40	2015	5FYD8FV07EC	XD40	2014
5FYD8FV00FF	XD40	2015			

This recall was submitted as the calculated area required for emergency egress on certain vehicles was noncompliant with the regulations.

In an emergency, an incorrect number or location of emergency egress windows may delay the use of the emergency exit, increasing the risk of injury.

What New Flyer will do, free of charge:

- Please contact your RPSM (Regional Product Support Manager) to ensure arrangements are scheduled accordingly:
 - For operators that wish to perform the remedy, New Flyer will provide the material and appropriate work instructions.
 - Labor will be reimbursed through New Flyer’s Warranty system.
 - If you prefer New Flyer perform the remedy, your RPSM will arrange the work.
- Application of the remedy will consist of adding emergency egress window(s) to the vehicle.
 - The number and location vary based on the specific bus configuration.
 - The work is estimated to take 1 hour side for each affected window. (The maximum number for certain configurations is 2 windows – one per side.)



NEW FLYER OF AMERICA

If you are a lessor of vehicles which are affected, it is required that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

If you had this corrective action performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you have any questions about this recall, please feel free to contact your RPSM, CPM, RSM, Customer Service at 1-800-241-2947, or the undersigned. If New Flyer is unable to correct this defect within a reasonable time, you may submit a written complaint to the:

**Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE,
Washington, DC, 20590,
Or call 1-888-327-4236 (TTY: 1-888-275-9171);
or go to <http://www.safercar.gov>.**

We regret any inconvenience this action may have caused. However, this action will ensure the safety of your passengers and employees.

Thank you for your attention to this important matter.

Sincerely,

NEW FLYER OF AMERICA INC.

By: Jim Johnson
Vehicle Safety & Regulatory Compliance Manager

