



IMPORTANT SAFETY RECALL

06-October-2025

VIA US First Class Mail



Subject: Motor Vehicle Safety Recall 25V566 Freudenberg Battery (module) software update

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 a defect which relates to motor vehicle safety exists in certain 2019-2025 XE35; 2013 & 2017-2025 XE40; 2019-2025 XE60; 2023-2025 XHE40 and 2024-2025 XHE60 buses equipped with Freudenberg (Freudenberg Battery Power Systems, LLC [XALT Energy MI, LLC]) modules (batteries).

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
5FYB8FJ0XJF [REDACTED]	XE40	2018	5FYB8FJ04JF [REDACTED]	XE40	2018
5FYB8FJ06JF [REDACTED]	XE40	2018	5FYB8FJ06JF [REDACTED]	XE40	2018
5FYB8FJ02JF [REDACTED]	XE40	2018	5FYB8FJ08JF [REDACTED]	XE40	2018

During analysis of bus modules, it was identified that there was inadequate weld penetration on a J-bar (busbar) internal to the battery module, which could cause the busbar to overheat. While the current Freudenberg BMS (Battery Management System) software may detect abnormal behavior, the current software does not lock out (stop the flow of current) to the affected module pack.

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

A warning code of "*_XP:1_High Voltage Line Open / Fuse Blown String X*" in the existing system diagnostics would be noticed prior to an event occurring and should be brought to your RPSM's (Regional Product Support Manager) attention.

What New Flyer will do, free of charge:

New Flyer will install an updated version of the Freudenberg BMS software, which will detect both abnormal voltage and temperature behavior linked to a loose or high-resistance connection, including the J-bar, within a module (battery) or pack. It will then open contactors for the affected pack, stopping the flow of current. With the current flow stopped, the J-bar with poor weld penetration will no longer generate heat, preventing the possibility of 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 behavior before conditions that could lead to thermal runaway due to overheating of a separated J-bar weld occur.



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- 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 the vehicle driving range is affected.
- The vehicle operator would receive a dash display of a pack offline.
- If the vehicle is not in operation, the J-bar condition would not cause an event, as no current would be passing through the module.
- It is estimated that programming will take approximately 0.25 hours, not including vehicle and shop logistics.
 - If you prefer to install the updated programming, please contact your RPSM to ensure the proper program and Instruction to Service (ITS) are provided.
 - Labor can be claimed for this programming through New Flyer's Warranty system, using the appropriate ITS reference number.
- New Flyer will warrant affected modules for a period of 15 years from the date of this recall submission for any module that fails due to an incorrect weld on the J-bar(s).

Please note this remedy may have been installed prior to receiving this letter. If this is the case, no further action for this recall is necessary. Your RPSM can confirm the program update for you.

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 New Flyer representative, 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