NEW FLYER OF AMERICA

IMPORTANT SAFETY RECALL

Remedy available

VIA US First Class Mail

[redacted]

Subject: Motor Vehicle Safety Recall 25V631 Freudenberg (Freudenberg Battery Power Systems, LLC [XALT Energy MI, LLC]) High Energy modules (batteries) – final remedy

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 and 2021-2025 XE35; 2019 and 2021-2025 XE40; 2021-2025 XE60 transit buses equipped with Freudenberg (Freudenberg Battery Power Systems, LLC [XALT Energy MI, LLC]) Gen 3 High Energy modules (batteries).

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

Make: New Flyer Xcelsior

VIN-Model-MY
5FYB8FJ10NC1[redacted]-XE40-2022, 5FYB8FJ17NC[redacted]-XE40-2022, 5FYB8FJ19NC[redacted]-XE40-2022, 5FYB8FJ10NC[redacted]-XE40-2022

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.

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.

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.

What New Flyer will do, free of charge:
New Flyer will replace the Xalt Gen 3 batteries with batteries sourced from a different manufacturer. All repairs will be completed at no cost to you. You will be (or may already have been) contacted by your CPM (Customer Programs Manager) or RPSM (Regional Product Support Manager) to make arrangements for battery replacement for the affected vehicles.

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- This replacement will occur at a New Flyer Service Center or other selected location. Bus shipping arrangements will be handled and paid for by New Flyer.
- Time for this remedy action will take approximately 130 hours, not including vehicle shipment and logistics.

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
Manager, Vehicle Safety &
Regulatory Compliance
[redacted]