

From: [REDACTED]
Subject: FW: Freudenberg Battery Module Recall
Date: Wednesday, September 24, 2025 9:30:21 AM

FYI

From: [REDACTED]
Sent: Wednesday, September 10, 2025 12:55 PM
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
Subject: Freudenberg Battery Module Recall

[REDACTED],

We would like to take some time to discuss a recall that affects your vehicles that have been delivered and/or are in production. We apologize for the impact of this issue, but please know we are committed to ensuring a remedy in as timely a manner as possible and ultimately ensuring you the safest and best quality vehicle.

As you may already be aware, New Flyer and Motor Coach Industries are issuing a recall with the National Highway Traffic Safety Administration (US customers) and Transport Canada (Canadian customers) for a possible component quality issue within the Freudenberg battery modules equipped on certain buses and coaches.

The recall affects all delivered zero-emission vehicles that have been built with Freudenberg battery modules. Following a joint investigation, Freudenberg advised New Flyer that there may be inadequate weld penetration on a certain mechanical component in the battery module (a busbar assembly). This component quality issue may result in damage to battery modules in service.

In response, Freudenberg has developed updated Battery Management System (BMS) software. The updated software detects abnormal voltage and temperature behavior indicative of an emerging issue and automatically locks out the affected battery string to prevent current flow and overheating. The string can only be unlocked by a New Flyer or Freudenberg technician after a root cause investigation is completed.

Deliveries and acceptances of new vehicles have been paused until the software update is applied to the affected vehicles. Software is readily available and being deployed by our production and Field Service teams. The update is estimated to take approximately 15 minutes per vehicle.

Should your team want to review the issue in more detail, we are happy to schedule a time with you to review additional supporting material via a Teams meeting. Please provide potential time slots for a meeting, if desired.

We will ensure that you are kept informed of any developments. The Field Service team will contact you directly to schedule the BMS update for all affected buses currently at your location, as applicable. Please do not hesitate to contact us if you have questions.

Best Regards,

[Redacted]

Customer Program Manager

[Redacted]

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