

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Early Notice of Upcoming Safety Recall on Freudenberg Third Generation High-Energy Battery Modules  
**Date:** Wednesday, September 24, 2025 3:53:37 PM

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FYI

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**From:** [REDACTED]  
**Sent:** Wednesday, September 24, 2025 3:00 PM  
**To:** [REDACTED]  
[REDACTED]  
**Cc:** [REDACTED]  
[REDACTED]  
**Subject:** Early Notice of Upcoming Safety Recall on Freudenberg Third Generation High-Energy Battery Modules

Dear [REDACTED] and [REDACTED] team,

### **Early Notice of Upcoming Safety Recall on Freudenberg Third Generation High-Energy Battery Modules**

We want to give you an advance notice that we will shortly be announcing a voluntary recall affecting certain New Flyer and MCI buses equipped with Freudenberg Battery Power Systems (parent company of Xalt Energy MI) Generation 3 HE (High Energy) battery modules, specifically models XMOD125E, XMOD123E, and XMP123E. We will be providing you with a formal notice of this recall shortly, but we wanted to give you this heads-up now.

What's the issue? In working with our battery supplier, Freudenberg, we have identified a condition where some battery cells could experience a short-circuit or other cell fault when charged to full or nearly full capacity, creating a risk of overheating or fire. This is a separate and distinct issue from the J-bar recall previously issued.

New Flyer and MCI are taking proactive steps now to address the issue and help ensure the highest levels of safety. Importantly, we are not aware of any injuries linked to this issue.

### **What's being done?**

- New Flyer and MCI have filed recalls with the U.S. National Highway Traffic Safety Administration (NHTSA) and Transport Canada.
- Interim safety measures are being rolled out while a permanent remedy is being

developed. The interim measures include a software update that limits charging levels and enhances monitoring.

- As required by law, we have paused new deliveries of vehicles with these battery modules until a permanent remedy is in place.

### **What does this mean for service?**

Your vehicles remain safe to operate with the interim safety measures. Operators are advised to:

- Limit charging to no more than 75%.
- Remove vehicles from chargers once they reach that level.
- Park vehicles outside after charging.
- Closely monitor battery temperature and follow all New Flyer/MCI operational guidelines.

### **Our commitment to you**

Please be assured that the safety of riders, operators, and the communities we serve remains one of our top priorities. We are working closely with our supplier, our regulators, and independent experts to resolve this issue as soon as possible, and to ensure your fleet continues to operate safely and reliably.

We recognize that this news may raise questions and concerns. If you have questions or need further information, please let us know; we will arrange a meeting where we can discuss the issue in more detail.

Thank you for your continued trust and support.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

**New Flyer | MCI**