



IMPORTANT SAFETY RECALL INTERIM NOTICE

12-November-2025

VIA US First Class Mail



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

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	Sub-Model	MY	VIN	Sub-Model	MY
5FYB8KJ03NF [REDACTED]	XE35	2022	5FYB8KJ05NF [REDACTED]	XE35	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, in the interim until the final remedy is performed:

New Flyer will deploy a vehicle program update to limit the maximum State of Charge (SOC) to 75%, moderately reduce the charging current, and install enhanced post-charge battery monitoring and alert system. The post-charge battery monitoring and alert system will monitor the bus automatically for up to 2 hours after a charging session for any thermal anomalies. If any thermal anomalies are detected, the vehicle will automatically activate its hazard lights and audible buzzers to provide audible and visual alerts to anyone in proximity.



NEW FLYER OF AMERICA

Please note this interim program update remedy may have been installed prior to receiving this letter. Your RPSM (Regional Product Support Manager) can confirm the program update for you.

As a final remedy, New Flyer will replace the Xalt Gen3 batteries with batteries sourced from a different manufacturer. At this time, the replacement batteries are not yet available. Once batteries become available, New Flyer will notify you by mail to arrange the battery replacement. All repairs will be completed at no cost to 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

