



09-September-2025

VIA EMAIL ONLY

**Subject:** New Flyer recall regarding a Freudenberg program update

To Whom it May Concern,

As you may be aware, New Flyer has issued a recall with the National Highway Traffic Administration (NHTSA) and with Transport Canada (TC) for a program update for buses equipped with Freudenberg modules (batteries). This program update will identify a potential busbar issue within the module, and lockout the affected string. The filing can be found at NHTSAs recall site for [25V566](#) and Transport Canada under [2025-444](#).

Please note during the filing with NHTSA and TC, New Flyer did not indicate that owners should not operate the vehicles, and that position has not changed.

If any interested personnel have any questions regarding this, feel free to contact your RPSM (Regional Product Support Manager), RD (Regional Director), CPM (Customer Program Manager), or the undersigned.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Johnson".

Jim Johnson  
Manager, Vehicles Safety and Regulatory Compliance

[Redacted contact information]