

IMPORTANT SAFETY RECALL

VIA US First Class Mail

[Redacted Address]

Subject: Motor Vehicle Safety Recall 26V151

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 2021-2025 XE35; 2021-2026 XE40; 2023-2025 XE60, 2023-2026 XHE40 and 2024-2026 XHE60 transit buses equipped with Accelera ELFA3 control systems (V1 or V2).

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

Make: New Flyer Xcelsior

SR-VIN-Sub model-MY			
SR-	[Redacted]	-5FYF8YX11TF [Redacted]	-XHE60-2026; SR-
SR-	[Redacted]	-5FYF8YX15TF [Redacted]	-XHE60-2026; SR-
SR-	[Redacted]	-5FYF8YX19TF [Redacted]	-XHE60-2026; SR-
SR-	[Redacted]	-5FYF8YX14TF [Redacted]	-XHE60-2026; SR-

Under rare specific conditions or a particular sequence of operator inputs, the Accelera traction system may command torque different than the operator's accelerator-pedal request. When the difference between requested torque and the applied torque from the inverter is less than 20%, the system may produce up to but no more than 20% torque difference from requested torque. If the difference between requested torque and the applied torque from the inverter is equal to or greater than 20%, the system will illuminate the red STOP SYSTEM indicator and initiate system shutdown.

Unintended or uncommanded acceleration/deceleration could increase the possibility of a crash if the operator does not intervene by applying the brakes, placing the bus in Neutral, or turning off the ignition.

What New Flyer will do, free of charge:

New Flyer or Accelera technicians will provide and/or install updated software to affected vehicles, free of charge. This reprogramming is expected to take 30-60 minutes per vehicle. 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 this reprogramming on affected vehicles.

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 which can be located at <https://www.newflyer.com/contact/rep-locations/support/>, Customer Service at 1-800-241-2947 Ext 2, 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

