



IMPORTANT SAFETY RECALL

INTERIM NOTICE

24-February-2023

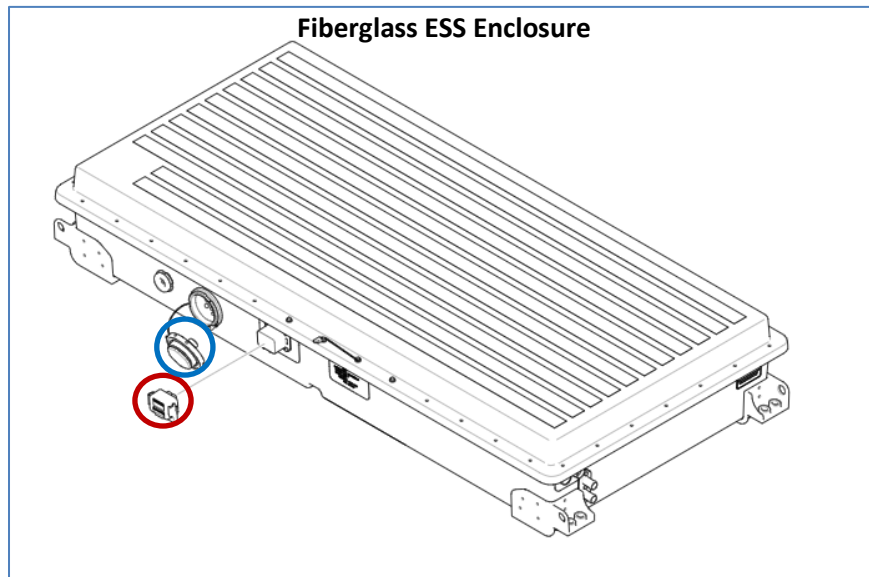
VIA US First Class Mail and email

[REDACTED]
ATTN: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Motor Vehicle Safety Recall 23V-083 ESS liquid accumulation

To whom it may concern:

This notice is sent to you in accordance with the requirements of 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 2021-2022 XE35, 2021-2023 XE40, and 2021-2022 XE60 battery electric vehicles. These vehicles are outfitted with an Energy Storage System (ESS) that is a fiberglass enclosure as depicted below. (Note that previous ESS versions that were metallic enclosures are not included in this recall.)



New Flyer has determined that the following vehicles, operated by the [REDACTED] are affected by this recall action:

Make: New Flyer Heavy Duty Urban Transit Bus
Model: 2022 XE35
VINs: 5FYB8KJ03N [REDACTED] 5FYB8KJ05N [REDACTED]



If a leak occurs inside of an ESS and is uncorrected, liquid can accumulate, leading to an electrical short, increasing the risk of a fire.

As this is an interim notice, you will receive a second notification letter once the remedy has been determined. In the meantime, if you need additional information, please contact your New Flyer Regional Product Support Manager (RPSM) or another New Flyer contact.

Proper Personal Protective Equipment (PPE) must be used, and all safety protocol must be followed when working with and near/around high voltage (HV) components. Please refer to your Service Manual for details.

What New Flyer will do in the interim:

- New Flyer will work with customers to inspect each ESS on affected buses for liquid inside of each ESS. This visual inspection can be completed through the desiccant cap at the "front" of each ESS. (Each customer may choose to complete these inspections as well themselves to expedite the process.) See **NOTE** below if liquid is noticed in an ESS. Contact your RPSM to discuss next steps. If no liquid is present, the bus can be operated as normal.

What customers should do:

- **In the interim**, in an abundance of caution, if buses will be inoperable for more than 3 days, New Flyer recommends either draining the coolant from the Battery Thermal Management System (BTMS) or inspecting for normal coolant levels through the remote fill LEDs every 3 days the bus is parked, or visually inspecting for liquid through the desiccant cap every 3 days. Desiccant caps should not be left off if ESS's are dry
- Customers must ensure their drivers and technicians are aware of the risk associated with coolant leaks inside the ESS. If an operator reports a yellow "LOW COOLANT" or a red "CRITICALLY LOW COOLANT" warning on the dash, all ESS's must be inspected immediately to be sure a leak is not accumulating in the ESS. See **NOTE** below if liquid is noticed in an ESS. Contact your New Flyer Regional Product Support Manager (RPSM) to discuss next steps. If no liquid is seen, continue with normal procedures to address the cause of the dash warning per your Service Manual. After correction, the bus can then be operated as normal
- Customers must ensure their technicians and anyone who fills / tops-up coolant understands that low levels of coolant in the BTMS must be leak tested, root caused, and repaired prior to any top-ups of coolant. BTMS coolant top-ups **cannot be performed** without positive repairs or accumulation in the ESS may occur
- We recommend that customers refresh their personnel on the appropriate operating and maintenance procedures for battery-electric vehicles. Please contact your RPSM or another New Flyer contact with any questions

NOTE: If liquid is noticed inside the ESS:

- Leave the desiccant cap off (circled in **blue** in the picture above)
- Remove the MSD (Manual Service Disconnect) from the ESS (circled in **red** in picture above)
 - Install a Plug, Blank Manual Service Disconnect (PN 869751) where the MSD was removed
- Coolant should be drained from the ESS cooling system
- Park bus in a safe outdoor location, away from other vehicles, structures, etc.
- The bus should be held from revenue service
- Do not charge the bus
- Additionally, customers should contact your New Flyer RPSM to discuss next steps



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 RPSM. 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: 1-800-424-9153);
or go to <http://www.safercar.gov>.**

We regret any inconvenience which this action may cause you. However, we are concerned about the safety of your passengers and employees.

Thank you for your attention to this important matter.

Sincerely,
NEW FLYER OF AMERICA INC.

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

By: Jim Johnson
Vehicle Safety & Regulatory Compliance Manager

