

From: [REDACTED]

Sent: Friday, April 14, 2023 8:57 AM

To: [REDACTED]

Subject: [REDACTED] New Flyer ESS Recall Update - NHTSA Motor Vehicle Safety Recall 23V-083

Importance: High

Hi [REDACTED] & Team,

In late February we contacted you to discuss a recall that New Flyer had decided to issue with the National Highway Traffic Safety Administration (US Customers) for certain components used on select battery-electric vehicles that may result in an accumulation of liquid coolant in the battery area. If uncorrected, this accumulation could lead to an electric short increasing the risk of a fire. This recall affected XE vehicles that your agency had in production or at your property.

As promised, we would like to keep you apprised of the pending recall resolution and upcoming rework plans. New Flyer engineering is fully focused on a drain design. Simply put, drains will be installed at each of the 4 corners of each Energy Storage System (ESS) enclosure. These drains are liquid activated and will negate the purpose of the ESS enclosure leak detection sensors. The primary leak detection method will still be active inside the main coolant reservoir. Programming will be updated to turn off the ESS enclosure leak detection sensors. As part of the campaign, enhancements will also be made to the warning decals at the coolant fill port.

Rework will happen in 2 phases. Phase one will include the installation of a port and plug at 4 locations on each ESS enclosure. Phase two will include the removal of the plugs, the installation of the drains into the ports, the update to the programming and the installation of the enhanced warning decals at the coolant fill port. We expect parts for phase one to begin shipping to the field as early as week 17 (April 23-28). Phase two is dependent on the supply of the drain and is expected to commence in late May or Early June. Your Regional Product Support Manager, [REDACTED], will be in touch with you to arrange each phase of the rework.

We appreciate your patience and support as we work through this process together.

Sincerely,

[REDACTED]

[REDACTED]

Customer Program Manager

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[REDACTED]

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