

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED] - Recall Follow up - Please do not forward/confidential  
**Date:** Friday, February 24, 2023 12:56:26 PM

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Good afternoon [REDACTED] Team,

Thank you for taking time to discuss the recall that affects the vehicles you have been delivered and are in production. I apologize for the impacts of this issue, but please know we are committed to ensuring a remedy in as timely a manner as possible and ultimately ensuring you the safest and best quality vehicle.

New Flyer has decided to issue a recall with National Highway Traffic Safety Administration (US customers) and Transport Canada (Canadian 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 can lead to an electrical short, increasing the risk of a fire.

The recall affects the XE vehicles in production (or have not yet been accepted) that are outfitted with the Next-Gen Energy Storage System ("ESS") that includes a sealed fiberglass enclosure.

Providing instructions in the recall notification are followed, customers with buses that have the impacted ESS in service can continue to operate these vehicles. We will not be able to ship your buses and/or finalize acceptance of your buses until remedies are applied.

While recalls of this sort are never acceptable, similar recalls have occurred for multiple vehicle manufacturers as the industry continues to learn and adapt these new technologies.

We are confident that the efforts taken through this recall will continue to enhance our safety performance and deliver better outcomes for our customers and their riders.

We will ensure you are kept informed of all the latest developments and will provide an update on the revised expected delivery timeline for your vehicles when possible. If you have questions, please do not hesitate to contact me or [REDACTED], and be on the lookout for the recall letter from Jim Johnson.

Link to the NHTSA website: <https://www.nhtsa.gov/vehicle/2023/NEW%252520FLYER/XE40#recalls>

Have a great weekend,  
[REDACTED]  
*Customer Program Manager*

C [REDACTED]  
[REDACTED]

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