From:	
To:	
Cc:	
Subject:	IMPORTANT SAFETY RECALL - /New Flyer XE
Date:	Friday, July 21, 2023 11:09:00 AM

## Good Afternoon All:

Many agencies operating New Flyer's Xcelsior battery-electric vehicles have asked for more information regarding the NTSB investigation that occurred following the July 23, 2022, fire on a transit bus being operated by CTDOT. We wanted to share that the NTSB released its Docket, which contains a factual report of the investigation which does not include any recommendations from NTSB. That Docket is available at https://data.ntsb.gov/Docket/?NTSBNumber=HWY22FH011.

As you are aware and the report confirms, New Flyer is implementing our recall solution on all affected 220 battery-electric buses in the field outfitted with the Energy Storage System ("ESS") that includes a sealed fiberglass enclosure. The recall is intended to prevent accumulation of cooling liquid in the ESS which could lead to an electrical short, increasing the risk of a fire.

This solution has been fully installed on the CTDOT buses, allowing them to return into service. We're expecting completion of the recall solution for all affected buses by early fall.

Similar recalls have been initiated by multiple other vehicle and bus 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.

Thank you for your valued partnership as we work together on this zero-emission transition
Sincerely,
Customer Program Manager
New Flyer

New Flyer XE

## Good morning,

This email is to follow up on conversations you've had with New Flyer staff related to the next steps in the solution to the recall of New Flyer's Next-Gen ESS enclosure. As you should know by now, these next steps include the installation of ports in the ESS, which will followed by installation of drains. I've attached an updated customer notification letter, which contains the same information shared with you verbally but is the written communication. You will also receive a print version of this letter in the mail. Thank you for your patience as we work through this issue—we are glad to be making progress and are eager to get the final remedy installed early this summer.

Thanks,

Manager, Vehicle Safety and Regulatory Compliance

New Flyer | MCI

From:
Sent: Friday, February 24, 2023 12:35 PM

To:
Cc:

Subject: IMPORTANT SAFETY RECALL - /New Flyer XE

## Good afternoon,

This email is to follow up on a conversation New Flyer staff had with you related to a recall of New Flyer's Next-Gen ESS enclosure. The official recall letter, which includes New Flyer's next steps and instructions for customers, is attached and being mailed via First-class mail. Please know that we are putting all resources into a remedy for this issue and are committed to ensuring the safety of our vehicles.

Feel free to reach out to your CPM, RPSM, RSM or the undersigned with any guestions.

Thanks,

Manager, Vehicle Safety and Regulatory Compliance

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