

**From:** [Jim Johnson](#)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: IMPORTANT SAFETY RECALL - [REDACTED] /New Flyer XE  
**Date:** Tuesday, May 2, 2023 10:42:00 AM  
**Attachments:** [23V083](#) [REDACTED] -2.pdf

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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, Jim

**Jim Johnson**  
*Manager, Vehicle Safety and Regulatory Compliance*

**c** [REDACTED]  
[REDACTED]

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**From:** Jim Johnson  
**Sent:** Friday, February 24, 2023 12:35 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** IMPORTANT SAFETY RECALL - [REDACTED] 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 questions.

Thanks, Jim

**Jim Johnson**  
*Manager, Vehicle Safety and Regulatory Compliance*

**c** [REDACTED]  
[REDACTED]

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