

Date of Recall submission: **19-Sep-25**

Vehicles Affected:

Make	Model	Model Year
New Flyer	XE40	2021
New Flyer	XE40	2024
New Flyer	XE60	2024

Internal Reference Number: **N/A**

Transport Canada Recall No.: **2025-495**

Defect or Noncompliance Description: New Flyer has decided that a defect which relates to motor vehicle safety exists in certain New Flyer buses equipped with Freudenberg (Freudenberg Battery Power Systems, LLC [Xalt Energy MI, LLC]) Gen 3 High-Energy battery systems. The cells in the high voltage battery system in these vehicles may experience a short circuit or other cell fault posing a risk of fire when battery cells are charged to full, or nearly full, capacity.

Safety Risk / Result: If the battery cell experiences a short circuit or other cell fault, in extreme circumstances this short circuit or other cell fault could lead to an increase in temperature, increasing the risk of a fire.

Remedy Description: New Flyer will replace the Xalt Gen3 batteries with batteries sourced from a different manufacturer. At this time, the replacement batteries are not yet available. Once batteries become available, New Flyer will notify owners via email to arrange the battery replacement. All repairs will be completed at no cost.

Precautions prior to remedy, if any: Customers are recommended to avoid charging vehicles above a state of charge of 75%, remove buses from the charger once charged and park vehicles outdoors after charging.

Remedy Material Availability: Until material is available, New Flyer will deploy a vehicle program update to limit the maximum State of Charge (SOC) to 75%, moderately reduce the charging current, and install enhanced post-charge battery monitoring and alert system. The post-charge battery monitoring and alert system will monitor the bus automatically for up to 2 hours after a charging session for any thermal anomalies. If any thermal anomalies are detected, the vehicle will automatically activate its hazard lights and audible buzzers to provide audible and visual alerts to anyone in proximity.

Costs: The remedy for this recall will be performed free of charge to current owners, or for customers that perform the remedy, will be reimbursed via our normal Warranty system process.

Questions: If you have any questions about a **specific vehicle, a recall number, or to report a safety concern**, please send the request to: safetyrecalls@nfigroup.com
 In the subject line, please indicate, as applicable:
 -"RECALL INFORMATION - VIN 12345678X87654321", with the Transport Canada recall number YYYY-123 (in the yellow highlighted cell on this page), OR
 -"VEHICLE INFORMATION - VIN 12345678X87654321" OR
 -"SAFETY QUESTION/ISSUE - VIN 12345678X87654321", OR
 -"ADDRESS CHANGE - VIN 12345678X87654321"
 If known, please provide the SR and fleet number of the specific vehicle, and any pertinent information to assist in getting a response to you.

Website document last updated: **25-Nov-25**