

Date of Recall submission: **22-Aug-25**

Vehicles Affected:

Make	Model	Model Year
New Flyer	XD35	2021
New Flyer	XD40	2015
New Flyer	XD40	2017
New Flyer	XD40	2019
New Flyer	XD40	2020
New Flyer	XD40	2021
New Flyer	XD40	2024
New Flyer	XE40	2024
New Flyer	XE60	2024
New Flyer	XHE40	2024
New Flyer	XHE60	2024

Internal Reference Number: **N/A**

Transport Canada Recall No.: **2025-430**

Defect or Noncompliance Description: The noncompliance is associated with the cm2 calculations in CMVSR 217 with the affected buses having less than the allowable calculated clear exit area.

Safety Risk / Result: Insufficient emergency egress openings may delay a person from exiting the bus in an emergency, increasing the risk of injury.

Remedy Description: New Flyer will release appropriate instructions to customers and advise them to either perform the remedy with the instructions and claim labour/parts through New Flyer's Warranty system or advise their local service representative (RPSM) to make arrangements for the remedy to be performed. (Note various remedies will be needed based on the specific bus configuration, which changes each customers bus order needs, such as number of passenger seats, number of roof hatches, current number of egress windows and their location, etc.)

Precautions prior to remedy, if any: **N/A**

Remedy Material Availability: Remedy material are available as they are the same materials used in production of new vehicles.

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**