

Date of Recall submission: **29-Aug-25**

Vehicles Affected:

Make	Model	Model Year
New Flyer	XE40	2019
New Flyer	XE40	2020
New Flyer	XE40	2021
New Flyer	XE40	2022
New Flyer	XE60	2024
New Flyer	XHE40	2024
New Flyer	XHE60	2024

Internal Reference Number: **N/A**

Transport Canada Recall No.: **2025-444**

Defect or Noncompliance Description: There was inadequate weld penetration on a busbar internal to the module, which caused the busbar to overheat which damaged neighboring components within the battery assembly, including the cells.

Safety Risk / Result: If an inadequate busbar weld starts to fail or separate, and if the current continues to flow through the busbar, abnormal temperatures can be observed, increasing the risk of fire.

Remedy Description: A battery management system software update will detect both uncharacteristic voltage and temperature behavior associated with a loose or high resistance connection (including J-bar) within a battery module or string and then opens contactors to the associated string eliminating the flow of current. With the current flow eliminated, the J-bar with poor weld penetration will not continue to generate heat and, therefore, prevents the potential for a thermal runaway in the battery cell. The software is calibrated to open the contactors in the affected string ("lock-out" the string) based on voltage and temperature behaviors in advance of conditions that could cause a thermal runaway condition due to overheating of a separated J-bar weld.

- Once a string is locked out for this issue, the string will remain locked out until unlocked by a New Flyer or Freudenberg technician using a secure unlock code after the battery (module) has been checked and/or replaced.
- During a string lockout, there is no degradation of power or performance; only the vehicle range is affected.
- The vehicle operator would receive a dash display of a string offline.
- If the vehicle is not in operation, the J-bar condition would not cause an event as no current would be passing through the module.
- New Flyer will warrant affected modules for a period of 15 years from the date of this recall submission for any module that fails due to an incorrect weld on the J-bar(s).

Precautions prior to remedy, if any: A warning code of "_XP:1_High Voltage Line Open / Fuse Blown String X" in the system diagnostics would currently be noticed prior to an event occurring.

Remedy Material Availability: Remedy programs are being generated and will be available within 3 weeks.

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**