

## Schuler, Kelly (NHTSA)

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**From:** Rodrigue Chantal [chantal.rodrigue@volvo.com]  
**Sent:** Thursday, July 01, 2010 10:41 AM  
**To:** Schuler, Kelly (NHTSA)  
**Subject:** FW: follow up on recall 10V-216

Hello Kelly,

This is the notice that was sent to our clients.

**Chantal Rodrigue**  
Rédactrice technique  
Nova Bus  
T.: 450-472-6410, poste 6515  
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### DEFECT NOTIFICATION

Nova Bus has noticed that their vehicles may present a defect which relates to motor vehicle safety. This Defect Notification is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act in connection with Campaign Recall releases.

Vehicles targeted by this notification can be identified by their vehicle identification number (VIN). A list of VINs applicable to your organization that are targeted by this notification is attached to this email.

On vehicles targeted by this notification, an improper torque value has been applied to the engine mount Nova Bus proposes to its clients to replace these improperly torqued bolts with identical bolts and torque them to the proper values. The procedure to replace these bolts, including the proper torque values, is included in document CR1503A. Such an occurrence could cause serious damage to a vehicle, increase the risk of a crash, which would expose the driver and the passengers of that vehicle to injuries.

This document will shortly be available to you on our Internet site by accessing our [On-line Services](#). If you have any questions regarding the requirements of this campaign, please contact your local Nova Bus after-sales service representative. Please notify your Nova Bus service representative once the necessary repairs have been carried out, since we are obliged to notify the National Highway Traffic Safety Administration with regular status reports, due to the seriousness of this situation. We have taken this action in the interest of your continued satisfaction with our products.

The necessary replacement parts are available via Nova Bus' parts distribution network. Nova Bus will assume the entire costs of the parts, and the cost of labour will be reimbursed according to warranty conditions in effect.

After contacting your service representative, if you are still not able to have a safety defect remedied without charge and within reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safecar.gov>.