



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 16, 2011

JEAN FOURNIER  
WARRANTY & PUBLICATIONS MANAGER  
NOVA BUS CORPORATION  
1000 INDUSTRIEL BOULEVARD  
SAINT-EUSTACHE, QUEBEC  
J7R 5A5, CANADA

NVS-215dgl  
11V-158

**SUBJECT: STEERING DRAG LINK**

**DEAR MR. FOURNIER:**

This letter serves to acknowledge Nova Bus Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
NOVA BUS/LFS/2009

**NHTSA Campaign Number:** 11V-158

**Mfg's Report Date:** March 9, 2011

**Components:** STEERING: LINKAGES: LINK: DRAG: CONNECTOR

**Potential Number of Units Affected:** 3

**Summary:**

NOVA BUS IS RECALLING CERTAIN MODEL YEAR 2009 LFS 40 FT AND LFS 60 FT TRANSIT BUSES MANUFACTURED FROM MARCH 31, 2009, THROUGH FEBRUARY 11, 2011. AN INSUFFICIENT TORQUE WAS APPLIED TO THE DRAG LINK ATTACHMENT BOLTS DURING PRODUCTION. THE DRAG LINK COULD BECOME DETACHED FROM THE STEERING LINKAGE, CAUSING A LOSS OF VEHICLE CONTROL.

**Consequence:**

LOSS OF VEHICLE CONTROL COULD RESULT IN A CRASH.

**Remedy:**

DEALERS WILL PROVIDE OWNERS THE CORRECT DOCUMENTATION TO VERIFY THE TORQUE VALUES FOR THE DRAG LINK AND TO CORRECT THE DRAG LINK IF NECESSARY. AT THE CUSTOMER'S OPTION, A DEALER CAN PERFORM THE CORRECT TORQUE VALUE FREE OF CHARGE. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT NOVA BUS AT 450-472-6410.

**Notes:**

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

At the end of the sentence on the fifth paragraph, i.e., "The correct torque value is indicated in document CR1558AR1. At the customer's option, a dealer can perform the correct torque value for you free of charge."

Please remove 10V-132, this NHTSA number is for another Nova 573 Defect Report and it does not belong with this owner letter.

Please change the word "accident" to "crash".

Please add a required statement concerning reimbursement of pre-notification remedies (, i.e., "If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Nova Bus at .....". Please refer to 49 CFR 573.13 and 577.11 for further information and direction.

A sentence should be added concerning leased vehicles, i.e., "Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days." Please refer to 49 CFR 577.5(h).

Please provide the following additional information and be reminded of the following requirements:

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Acting Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement