

**SAFETY DEFECT AND NONCOMPLIANCE REPORT GUIDE FOR VEHICLES  
PART 573 - DEFECT AND NONCOMPLIANCE REPORT<sup>1</sup>**

On March 1, 2011, Nova Bus decided that a defect which relates to motor vehicle safety) exits in items of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 **Defect and Noncompliance Responsibility Reports**.

a. **Date this report was prepared:** March 9, 2011

b. **Furnish the manufacturer's identification code for this recall (if applicable):** N/A

c. **Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.**

Nova Bus, a division of Volvo Group Canada, 1000 Industriel Blvd, Saint-Eustache, Quebec, J7R 5A5, Canada

d. **Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.**

Jean Fournier, Nova Bus Warranty & Publications Manager

**Telephone Number:** 450 472-6410 ext. 6610

**Fax No.:** 450 472-5560

e. **Identify, by name and title, the person who prepared this report.**

Chantal Rodrigue, technical writer

**Telephone Number:** 450 472-6410 ext. 6515

**Fax No.:** 450 472-5560

**Signed:** \_\_\_\_\_

<sup>1</sup> Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by fax at (202) 366-7882.

## II. Identify the Vehicle Models Involved in the Recall

- a. Identify the vehicles involved in the recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make: Nova Bus Model year(s): 2009 Model(s): Nova LFS

Production Dates: Beginning: March 31, 2009 Ending: February 11, 2011

VIN Range: See Annex at the end of section for a complete list of targeted VINs.

Vehicle Type: Transit bus Bodystyle: 40 ft / 60 ft vehicles

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

All vehicles with a T-Drive configuration equipped with a drag link (Nova PN N10379) that was installed in the Nova Bus St-Eustache are targeted by this campaign.

- b. Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

73% of all vehicles produced between March 29, 2009 and September 9, 2011 in the St-Eustache and Plattsburgh plants are being recalled. The American vehicles recalled represent 15% of the vehicles produced between those dates.

### III. Identifying the recall population

- a. Furnish the total number of items of equipment recalled potentially containing the defect or noncompliance.

Model	Year	Number of Items Potentially Involved
Nova LFS 40 ft	2009	1
Nova LFS 60 ft	2009	2

**Total Number Potentially Affected by the Recall:** 3 vehicles in US

- b. Furnish the approximate percentage of the total number of items of equipment estimated to actually contain the defect or noncompliance: 5%

- c. Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled items of equipment.

All vehicles with a T-Drive configuration produced between June 9, 2009 and September 9, 2011 in the Saint-Eustache Nova Bus plant. After this date, the problem was corrected in production. Vehicles produced in the Nova Bus Plattsburg plant did not show this defect.

#### IV. Describe the defect or noncompliance

- a. **The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.**

An insufficient torque was applied on the drag link ends during production. The drag link, connected to the pitman arm of the steering gearbox, is a part of the steering linkage. See Figure»1 for the location of the drag link ends.

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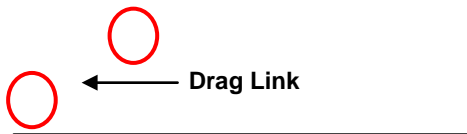


Fig. 1 – Location of Drag Link Ends

- b. **Describe the cause(s) of the defect or noncompliance condition.**

The specification were not observed and the wrong torque was applied by workers.

- c. **Describe the consequence(s) of the defect or noncompliance condition.**

The drag link may get detached for the steering linkage, causing a loss of control of the vehicle and possibly an accident. Such an occurrence could cause serious damage to the vehicle, and most importantly, injure anyone inside the vehicle (passengers, driver) or anyone close by (motorists, pedestrians, etc.)

- d. **Identify any warning which can (a) precede or (b) occur.**

No warning

- e. **If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

N/A

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- f. **Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**

N/A

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**V. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item a, otherwise item b.*

- a. **With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.**

N/A

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- b. **With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.**

N/A

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## VI. Identify the Remedy

- a. **Furnish a description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters**

A service document (CR1558R1) will be released to advise concerned customers to verify the torque applied on drag link bolts and correct if necessary.

- b. **Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.**

A service document (CR1558R1) will be released to advise concerned customers to verify the torque applied on drag link bolts and correct if necessary. Nova Bus will assume the entire costs of the parts, and the cost of labour will be reimbursed according to warranty conditions in effect.

- c. **Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.**

A torque of 133 ± 15 Lb ft (180 ± 20 N•m) has to be applied to the nuts.

- d. **Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.**

The specifications are now observed in production and the correct torque is now being applied.

## VII. Identify the Recall Schedule

- a. **Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.**

N/A

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## VIII. Furnish Recall Communications

- a. **Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.**

*Note: These documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.*

*The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.*

## ANNEX

### Vehicle Identification Number (VIN) Targeted by Recall Campaign CR1558

2NVYL82U793000397  
2NVYS92U793000490  
2NVYS92U993000491