



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 25, 2015

Mr. Tim LaFon  
Nova Bus  
1000 Industriel Blvd.  
Saint-Eustache J7R 5A5

NVS-215KS  
15V-735

**Subject:** Passenger Counter Location Causing Pinch Hazard

Dear Mr. LaFon:

This letter serves to acknowledge Nova Bus's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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 ARTIC/2013-2015  
NOVA BUS/NOVA LFS/2010-2015

**Mfr's Report Date:** November 4, 2015

**NHTSA Campaign Number:** 15V-735

**Components:**

STRUCTURE:BODY:DOOR

**Potential Number of Units Affected:** 287

**Problem Description:**

Nova Bus (Nova) is recalling certain model year 2010-2015 Nova LFS and 2013-2015 LFS Artic transit buses. The affected vehicles are equipped with an optical sensor for the passenger counter system whose location may result in a passenger's arm being pinched between the passenger counter housing and the door.

**Consequence:**

A passenger could be injured if their arm is caught in the door.

**Remedy:**

Nova will notify owners, and dealers will install a longer protective cover over the passenger counter system and add a warning label, free of charge. The recall is expected to begin in November 2015. Owners may contact Nova customer service at 1-800-350-6682. Nova's numbers for this recall are CR3492 and CR3493.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Nova's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

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

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement