



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 6, 2016

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

NEF-150KS  
16V-412

**Subject:** Destination Sign may not be Properly Secure

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/2012-2015  
NOVA BUS/LFS ARTIC/2012-2015

**Mfr's Report Date:** June 2, 2016

**NHTSA Campaign Number:** 16V-412

**Components:**  
EQUIPMENT

**Potential Number of Units Affected:** 914

**Problem Description:**

Nova Bus (Nova) is recalling certain model year 2012-2015 Nova LFS and LFS Artic transit buses manufactured from June 18, 2012, through October 19, 2015. The affected transit buses have destinations signs that may not be properly secured and, as a result, the sign may fall.

**Consequence:**

If an sign falls, there is an increased risk of injury to anyone under or standing near the sign.

**Remedy:**

Nova will notify owners, and dealers will inspect and secure the sign as necessary, free of charge. The recall is expected to begin July 29, 2016. Owners may contact Nova customer service at 1-450-472-6410. Nova's recall number for this campaign is CR3539.

**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).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 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 the first name being more prominent.

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