

# Part 573 Safety Recall Report

# 16V-412

**Manufacturer Name :** Nova Bus**Submission Date :** JUN 02, 2016**NHTSA Recall No. :** 16V-412**Manufacturer Recall No. :** CR3539**Manufacturer Information :****Population :**

Manufacturer Name : Nova Bus

Number of potentially involved : 914

Address : 1000 Industriel Blvd  
Saint-Eustache Quebec, Canada 00 JR7  
5A5

Estimated percentage with defect : 5 %

Company phone : 450-472-6410

**Vehicle Information :**

Vehicle 1 : 2012-2015 Nova LFS, LFS ARTIC

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain LFS AND LFS ARTIC buses manufactured with certain destination signs

Production Dates : JUN 18, 2012 - OCT 19, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential**Description of Defect :**

Description of the Defect : One or more rivnuts used to secure the destination sign may not be secure. If more than one rivnuts are not attached correctly, the weight of the destination sign can cause the rivnuts to pull out and add additional load to the remaining rivnuts which may fail over time.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If all the rivnuts fail, the sign will fall to the ground, which presents a risk of injury to occupants sitting or standing close to the sign.

Nova Bus has received no reports of occupant injury as a result of this condition. Therefore, we consider this as a proactive measure to protect the public and our customers from the potential risk associated with this defect.

Description of the Cause : Faulty installation

Identification of Any Warning that can Occur : NR

**Supplier Identification :****Component Manufacturer**

Name : NR  
Address : NR  
NR  
Country : NR

**Chronology :**

October 2015 Nova Bus receives report of destination sign falling inside of bus (sign did not contact any passengers)  
November 2015 Nova Bus informs Volvo Group NA Regulatory Affairs of report  
February 2016 Nova Bus shares additional information with Volvo Group North America Regulatory Affairs. Investigation opened.  
May 16, 2016 Meeting held to review result of the investigation  
May 26, 2016 Product Safety Committee meets and determines that a safety-related defect exists  
June 2, 2016 Volvo Group North America Regulatory Affairs submits a safety-related defect report and informs that Nova Bus will conduct a voluntary safety recall

**Description of Remedy :**

Description of Remedy Program : The sign will be inspected and repaired as required.  
How Remedy Component Differs from Recalled Component : The rivnuts are installed correctly.  
Identify How/When Recall Condition was Corrected in Production : Containment occurred when the report was received, October 2015.

**Recall Schedule :**

Description of Recall Schedule : Owner notification letters will be mailed before July 29, 2016  
Planned Dealer Notification Date : NR - NR  
Planned Owner Notification Date : JUL 29, 2016 - JUL 29, 2016

\* NR - Not Reported