



## IMPORTANT SAFETY RECALL (#16V-191)

THIS NOTICE APPLIES TO YOUR VEHICLE(S) – SEE VIN(S) IN ANNEX

Saint-Eustache, June 7, 2016

Mr. Russell Osborn  
CT Transit  
100 Liebert Road  
P.O. Box 66  
Hartford (Connecticut) 06141-0066  
USA

This Defect Notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Nova Bus has decided that a defect which relates to motor vehicle safety exists in certain Nova LFS model year 2010-2015, equipped with a Recaro ERGO-M driver's seat.

According to the information supplied by Recaro two critical welds might be missing on the right and/or left-hand seat belt anchorage J-brackets. The seat belt anchorage may separate and the driver may not be properly restrained in the event of a crash. Improper restraint can increase the risk of injury in the event of a crash.

Vehicles targeted by this notification can be identified by their vehicle identification number (VIN). A list of the targeted VINs is annexed at the end of this document.

For vehicles targeted by this recall, Recaro and Nova Bus proposes to inspect and replace the driver's seat belt anchor bracket with missing welds. Nova Bus will release a document (CR3632E) explaining the Recaro inspection and repair procedure. This document is available to you on our web site at <http://www.novabus.com/on-line-services.html>. The necessary replacement parts are available via the Prevost Parts distribution network. Nova Bus will assume the entire cost of the parts, and the cost of labor will be reimbursed. The repairs should take approximately 1.5 hours to complete. If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing under the heading "Annex A".

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have any questions regarding the requirements of this campaign, please contact your local Nova Bus aftermarket customer service representative.

After contacting your service representative, if you are still not able to have the safety defect remedied without charge and within reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, call 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Sincerely,

Guy French  
Vice President, Aftermarket Customer Care

**ANNEX A****General Plan for Reimbursement of Pre-Notification Remedies**

When a Nova Bus vehicle is affected by a safety recall campaign and the owner (claimant) has the problem corrected at their own expense prior to receiving notification of the recall, Nova Bus will reimburse the claimant for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. ***To qualify, repairs must have been completed no earlier than one year prior to the release of the recall (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall.*** The following information is required for your claim to be processed. Please print legibly.

Date: \_\_\_\_\_ Recall #: \_\_\_\_\_ 17 digit VIN: \_\_\_\_\_

Owner's Name: \_\_\_\_\_ Own/Lease (circle one)

Address: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Amount Requested: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

**All claims MUST be accompanied by accurate and complete documentation** (the invoice/receipt must provide the VIN, date of repairs, total amount paid and include a breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice).

I CERTIFY THAT I PAID FOR REPAIRS THAT CORRECTED THE SAFETY DEFECT AS STATED IN THE RECALL LETTER PRIOR TO BEING NOTIFIED. I ALSO CERTIFY THAT I HAVE PROVIDED CLEAR DOCUMENTATION OF THESE REPAIRS AND THAT ALL INFORMATION PROVIDED IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

**Claimant****Witnessed by (required)**

\_\_\_\_\_  
Authorized Signature and Date

\_\_\_\_\_  
Notary Signature and Date

\_\_\_\_\_  
Affix Notary Stamp

**Contact Information**

Submit copies of all documentation supporting your claim to:

Nova Bus Warranty, TMAC  
850, chemin Olivier  
Saint-Nicolas (QC) G7A 2N1  
Canada  
Email: [adm.novabus.warranty@volvo.com](mailto:adm.novabus.warranty@volvo.com)

**Allow 60 days for processing. Nova Bus is not responsible for claims submitted to the wrong address.**

Nova Bus will consider all claims, but may deny a claim, in whole or in part, for any of the following reasons:

- Fraudulent claim or vehicle not part of recall
- Incomplete application or support documentation
- The repair did not address the safety defect or non-compliance that led to the recall, or the repair was not of the same type (repair, replacement) as the recall remedy.

**This process is NOT intended to handle accident or property damage claims. Claims of that nature MUST be directed to our legal department at 35, Gagnon Blvd, Sainte-Claire (QC), Canada, G0R 2V0.**

## ANNEX VIN

Order	CR#	Client	Road No.	VIN
L554	CR3632	CT Transit - Connecticut	1041	4RKYS92U1A4000139
L554	CR3632	CT Transit - Connecticut	1042	4RKYS92U8A4000140
L554	CR3632	CT Transit - Connecticut	1043	4RKYS92UXA4000141
L554	CR3632	CT Transit - Connecticut	1044	4RKYS92U1A4000142
L554	CR3632	CT Transit - Connecticut	1045	4RKYS92U3A4000143
L554	CR3632	CT Transit - Connecticut	1046	4RKYS92U5A4000144
L554	CR3632	CT Transit - Connecticut	1047	4RKYS92U7A4000145
L554	CR3632	CT Transit - Connecticut	1048	4RKYS92U9A4000146
L554	CR3632	CT Transit - Connecticut	1049	4RKYS92U0A4000147
L554	CR3632	CT Transit - Connecticut	1050	4RKYS92U2A4000148
L554	CR3632	CT Transit - Connecticut	1051	4RKYS92U4A4000149
L554	CR3632	CT Transit - Connecticut	1052	4RKYS92U0A4000150
L554	CR3632	CT Transit - Connecticut	1061	4RKYS92U2A4000151
L554	CR3632	CT Transit - Connecticut	1062	4RKYS92U4A4000152
L554	CR3632	CT Transit - Connecticut	1063	4RKYS92U8A4000154
L554	CR3632	CT Transit - Connecticut	1064	4RKYS92UXA4000155
L554	CR3632	CT Transit - Connecticut	1065	4RKYS92U1A4000156
L554	CR3632	CT Transit - Connecticut	1066	4RKYS92U3A4000157
L554	CR3632	CT Transit - Connecticut	1067	4RKYS92U5A4000158
L554	CR3632	CT Transit - Connecticut	1068	4RKYS92U7A4000159
L554	CR3632	CT Transit - Connecticut	1069	4RKYS92U3A4000160
L554	CR3632	CT Transit - Connecticut	1070	4RKYS92U5A4000161
L554	CR3632	CT Transit - Connecticut	1071	4RKYS92U7A4000162
L554	CR3632	CT Transit - Connecticut	1072	4RKYS92U9A4000163
L554	CR3632	CT Transit - Connecticut	1073	4RKYS92U0A4000164
L571	CR3632	CT Transit - Connecticut	1101	4RKYS92YXB4000144
L571	CR3632	CT Transit - Connecticut	1102	4RKYS92YXB4000161
L571	CR3632	CT Transit - Connecticut	1103	4RKYS92Y1B4000162
L571	CR3632	CT Transit - Connecticut	1104	4RKYS92Y3B4000163
L571	CR3632	CT Transit - Connecticut	1105	4RKYS92Y5B4000164
L571	CR3632	CT Transit - Connecticut	1106	4RKYS92Y7B4000165
L571	CR3632	CT Transit - Connecticut	1107	4RKYS92Y9B4000166
L571	CR3632	CT Transit - Connecticut	1108	4RKYS92Y0B4000167
L571	CR3632	CT Transit - Connecticut	1109	4RKYS92Y2B4000168
L571	CR3632	CT Transit - Connecticut	1110	4RKYS92Y4B4000169

## ANNEX VIN

Order	CR#	Client	Road No.	VIN
L814	CR3632	CT Transit - Connecticut	1462	4RKYS92LXE4500717
L814	CR3632	CT Transit - Connecticut	1463	4RKYS92L1E4500718
L814	CR3632	CT Transit - Connecticut	1464	4RKYS92L3E4500719
L814	CR3632	CT Transit - Connecticut	1465	4RKYS92LXE4500720
L814	CR3632	CT Transit - Connecticut	1466	4RKYS92L1E4500721
L814	CR3632	CT Transit - Connecticut	1467	4RKYS92L3E4500722
L814	CR3632	CT Transit - Connecticut	1468	4RKYS92L5E4500723
L814	CR3632	CT Transit - Connecticut	1469	4RKYS92L7E4500724
L814	CR3632	CT Transit - Connecticut	1470	4RKYS92L9E4500725
L814	CR3632	CT Transit - Connecticut	1471	4RKYS92L0E4500726
L814	CR3632	CT Transit - Connecticut	1472	4RKYS92L2E4500727
L814	CR3632	CT Transit - Connecticut	1473	4RKYS92L4E4500728
L815	CR3632	CT Transit - Connecticut	1426	4RKYS92L0E4500709
L815	CR3632	CT Transit - Connecticut	1427	4RKYS92L7E4500710
L815	CR3632	CT Transit - Connecticut	1428	4RKYS92L9E4500711
L815	CR3632	CT Transit - Connecticut	1429	4RKYS92L0E4500712



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Saint-Eustache, June 7, 2016

Mr. Don Murphy  
Houston Metropolitan Transit Authority  
1220 McCarty Street  
Houston (Texas ) 77029-4142  
USA

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**Claimant****Witnessed by (required)**

\_\_\_\_\_  
Authorized Signature and Date

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Order	CR#	Client	Road No.	VIN
L737	CR3632	Houston - Texas	1510	4RKYS92U4D4500297
L755	CR3632	Houston - Texas	1511	4RKYS92U4D4500333
L755	CR3632	Houston - Texas	1512	4RKYS92U6D4500334
L755	CR3632	Houston - Texas	1513	4RKYS92UXD4500336
L755	CR3632	Houston - Texas	1514	4RKYS92U1D4500337
L755	CR3632	Houston - Texas	1515	4RKYS92U3D4500338
L755	CR3632	Houston - Texas	1516	4RKYS92U5D4500339
L755	CR3632	Houston - Texas	1517	4RKYS92U1D4500340
L755	CR3632	Houston - Texas	1518	4RKYS92U3D4500341
L755	CR3632	Houston - Texas	1519	4RKYS92U5D4500342
L755	CR3632	Houston - Texas	1520	4RKYS92U7D4500343
L755	CR3632	Houston - Texas	1521	4RKYS92U9D4500344
L755	CR3632	Houston - Texas	1522	4RKYS92U0D4500345
L755	CR3632	Houston - Texas	1523	4RKYS92U2D4500346
L755	CR3632	Houston - Texas	1524	4RKYS92U4D4500347
L755	CR3632	Houston - Texas	1525	4RKYS92U6D4500348
L755	CR3632	Houston - Texas	1526	4RKYS92U8D4500349
L755	CR3632	Houston - Texas	1527	4RKYS92U4D4500350
L755	CR3632	Houston - Texas	1528	4RKYS92U6D4500351
L755	CR3632	Houston - Texas	1529	4RKYS92U8D4500352
L755	CR3632	Houston - Texas	1530	4RKYS92UXD4500353
L755	CR3632	Houston - Texas	1531	4RKYS92U1D4500354
L755	CR3632	Houston - Texas	1532	4RKYS92U3D4500355
L755	CR3632	Houston - Texas	1533	4RKYS92U5D4500356
L755	CR3632	Houston - Texas	1534	4RKYS92U7D4500357
L755	CR3632	Houston - Texas	1535	4RKYS92U9D4500358
L755	CR3632	Houston - Texas	1536	4RKYS92U0D4500359
L755	CR3632	Houston - Texas	1537	4RKYS92U7D4500360
L755	CR3632	Houston - Texas	1538	4RKYS92U9D4500361
L755	CR3632	Houston - Texas	1539	4RKYS92U0D4500362
L755	CR3632	Houston - Texas	1540	4RKYS92U2D4500363
L755	CR3632	Houston - Texas	1541	4RKYS92U4D4500364
L755	CR3632	Houston - Texas	1542	4RKYS92U6D4500365
L755	CR3632	Houston - Texas	1543	4RKYS92U8D4500366
L755	CR3632	Houston - Texas	1544	4RKYS92UXD4500367
L755	CR3632	Houston - Texas	1545	4RKYS92U1D4500368
L755	CR3632	Houston - Texas	1546	4RKYS92U3D4500369
L755	CR3632	Houston - Texas	1547	4RKYS92UXD4500370
L755	CR3632	Houston - Texas	1548	4RKYS92U1D4500371
L755	CR3632	Houston - Texas	1549	4RKYS92U3D4500372

## ANNEX VIN

Order	CR#	Client	Road No.	VIN
L755	CR3632	Houston - Texas	1550	4RKYS92U5D4500373
L755	CR3632	Houston - Texas	1551	4RKYS92U7D4500374
L755	CR3632	Houston - Texas	1552	4RKYS92U9D4500375
L755	CR3632	Houston - Texas	1553	4RKYS92U0D4500376
L755	CR3632	Houston - Texas	1554	4RKYS92U2D4500377
L755	CR3632	Houston - Texas	1555	4RKYS92U4D4500378
L755	CR3632	Houston - Texas	1556	4RKYS92U6D4500379
L755	CR3632	Houston - Texas	1557	4RKYS92U2D4500380
L755	CR3632	Houston - Texas	1558	4RKYS92U4D4500381
L755	CR3632	Houston - Texas	1559	4RKYS92U6D4500382
L755	CR3632	Houston - Texas	1560	4RKYS92U8D4500383
L755	CR3632	Houston - Texas	1561	4RKYS92UXD4500384
L755	CR3632	Houston - Texas	1562	4RKYS92U1D4500385
L755	CR3632	Houston - Texas	1563	4RKYS92U3D4500386
L755	CR3632	Houston - Texas	1564	4RKYS92U5D4500387
L755	CR3632	Houston - Texas	1565	4RKYS92U7D4500388
L755	CR3632	Houston - Texas	1566	4RKYS92U9D4500389
L755	CR3632	Houston - Texas	1567	4RKYS92U5D4500390
L755	CR3632	Houston - Texas	1568	4RKYS92U7D4500391
L755	CR3632	Houston - Texas	1569	4RKYS92U9D4500392
L755	CR3632	Houston - Texas	1570	4RKYS92U0D4500393
L755	CR3632	Houston - Texas	1571	4RKYS92U2D4500394
L755	CR3632	Houston - Texas	1572	4RKYS92U4D4500395
L755	CR3632	Houston - Texas	1573	4RKYS92U6D4500396
L755	CR3632	Houston - Texas	1574	4RKYS92U8D4500397
L755	CR3632	Houston - Texas	1575	4RKYS92UXD4500398
L755	CR3632	Houston - Texas	1576	4RKYS92U1D4500399
L755	CR3632	Houston - Texas	1577	4RKYS92U4D4500400
L755	CR3632	Houston - Texas	1578	4RKYS92U6D4500401
L755	CR3632	Houston - Texas	1579	4RKYS92U8D4500402



## IMPORTANT SAFETY RECALL (#16V-191)

THIS NOTICE APPLIES TO YOUR VEHICLE(S) – SEE VIN(S) IN ANNEX

Saint-Eustache, June 7, 2016

Ms. Deanna Jimenez  
San Joaquin RTD  
120 N. Filbert Street  
Stockton (California) 95205  
USA

This Defect Notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Nova Bus has decided that a defect which relates to motor vehicle safety exists in certain Nova LFS model year 2010-2015, equipped with a Recaro ERGO-M driver's seat.

According to the information supplied by Recaro two critical welds might be missing on the right and/or left-hand seat belt anchorage J-brackets. The seat belt anchorage may separate and the driver may not be properly restrained in the event of a crash. Improper restraint can increase the risk of injury in the event of a crash.

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Address: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Amount Requested: \_\_\_\_\_

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\_\_\_\_\_  
Authorized Signature and Date

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<b>Order</b>	<b>CR#</b>	<b>Client</b>	<b>Road No.</b>	<b>VIN</b>
L768	CR3632	San Joaquin County - California	N/A	4RKYS92L4D4500422
L768	CR3632	San Joaquin County - California	N/A	4RKYS92L6D4500423
L768	CR3632	San Joaquin County - California	N/A	4RKYS92L8D4500424
L768	CR3632	San Joaquin County - California	N/A	4RKYS92LXD4500425
L768	CR3632	San Joaquin County - California	N/A	4RKYS92L1D4500426
L768	CR3632	San Joaquin County - California	N/A	4RKYS92L3D4500427



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Saint-Eustache, June 7, 2016

Mr. Timothy Biocic  
Chicago Transit Authority - CTA  
7801 South Vincennes Avenue  
Chicago (Illinois ) 60620-1099  
USA

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Vehicles targeted by this notification can be identified by their vehicle identification number (VIN). A list of the targeted VINs is annexed at the end of this document.

For vehicles targeted by this recall, Recaro and Nova Bus proposes to inspect and replace the driver's seat belt anchor bracket with missing welds. Nova Bus will release a document (CR3632E) explaining the Recaro inspection and repair procedure. This document is available to you on our web site at <http://www.novabus.com/on-line-services.html>. The necessary replacement parts are available via the Prevost Parts distribution network. Nova Bus will assume the entire cost of the parts, and the cost of labor will be reimbursed. The repairs should take approximately 1.5 hours to complete. If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing under the heading "Annex A".

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have any questions regarding the requirements of this campaign, please contact your local Nova Bus aftermarket customer service representative.

After contacting your service representative, if you are still not able to have the safety defect remedied without charge and within reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, call 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Sincerely,

Guy French  
Vice President, Aftermarket Customer Care

**ANNEX A****General Plan for Reimbursement of Pre-Notification Remedies**

When a Nova Bus vehicle is affected by a safety recall campaign and the owner (claimant) has the problem corrected at their own expense prior to receiving notification of the recall, Nova Bus will reimburse the claimant for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. ***To qualify, repairs must have been completed no earlier than one year prior to the release of the recall (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall.*** The following information is required for your claim to be processed. Please print legibly.

Date: \_\_\_\_\_ Recall #: \_\_\_\_\_ 17 digit VIN: \_\_\_\_\_

Owner's Name: \_\_\_\_\_ Own/Lease (circle one)

Address: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Amount Requested: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

**All claims MUST be accompanied by accurate and complete documentation** (the invoice/receipt must provide the VIN, date of repairs, total amount paid and include a breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice).

I CERTIFY THAT I PAID FOR REPAIRS THAT CORRECTED THE SAFETY DEFECT AS STATED IN THE RECALL LETTER PRIOR TO BEING NOTIFIED. I ALSO CERTIFY THAT I HAVE PROVIDED CLEAR DOCUMENTATION OF THESE REPAIRS AND THAT ALL INFORMATION PROVIDED IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

**Claimant****Witnessed by (required)**

\_\_\_\_\_  
Authorized Signature and Date

\_\_\_\_\_  
Notary Signature and Date

\_\_\_\_\_  
Affix Notary Stamp

**Contact Information**

Submit copies of all documentation supporting your claim to:

Nova Bus Warranty, TMAC  
850, chemin Olivier  
Saint-Nicolas (QC) G7A 2N1  
Canada  
Email: [adm.novabus.warranty@volvo.com](mailto:adm.novabus.warranty@volvo.com)

**Allow 60 days for processing. Nova Bus is not responsible for claims submitted to the wrong address.**

Nova Bus will consider all claims, but may deny a claim, in whole or in part, for any of the following reasons:

- Fraudulent claim or vehicle not part of recall
- Incomplete application or support documentation
- The repair did not address the safety defect or non-compliance that led to the recall, or the repair was not of the same type (repair, replacement) as the recall remedy.

**This process is NOT intended to handle accident or property damage claims. Claims of that nature MUST be directed to our legal department at 35, Gagnon Blvd, Sainte-Claire (QC), Canada, G0R 2V0.**

## ANNEX VIN

Order	CR#	Client	Road No.	VIN
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L773	CR3632	Chicago Transit Authority - CTA - Illinois	N/A	4RKYL82J6D4500430
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L811	CR3632	Chicago Transit Authority - CTA - Illinois	7903	4RKYL82J2E4500510
L811	CR3632	Chicago Transit Authority - CTA - Illinois	7904	4RKYL82J4E4500511
L811	CR3632	Chicago Transit Authority - CTA - Illinois	7905	4RKYL82J6E4500512
L811	CR3632	Chicago Transit Authority - CTA - Illinois	7906	4RKYL82J8E4500513
L811	CR3632	Chicago Transit Authority - CTA - Illinois	7907	4RKYL82JXE4500514
L811	CR3632	Chicago Transit Authority - CTA - Illinois	7908	4RKYL82J1E4500515
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## ANNEX VIN

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## ANNEX VIN

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## ANNEX VIN

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## ANNEX VIN

Order	CR#	Client	Road No.	VIN
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L849	CR3632	Chicago Transit Authority - CTA - Illinois	8109	4RKYL82J6F4500883
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L849	CR3632	Chicago Transit Authority - CTA - Illinois	8111	4RKYL82JXF4500885
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8112	4RKYL82J1F4500886
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8113	4RKYL82J3F4500887
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8114	4RKYL82J5F4500888
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8115	4RKYL82J7F4500889
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8116	4RKYL82J3F4500890
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8117	4RKYL82J5F4500891
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8118	4RKYL82J7F4500892
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8119	4RKYL82J9F4500893
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8120	4RKYL82J0F4500894
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8121	4RKYL82J2F4500895
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8122	4RKYL82J4F4500896
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8123	4RKYL82J6F4500897
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8124	4RKYL82J8F4500898
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8125	4RKYL82JXF4500899
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8126	4RKYL82J2F4500900
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8127	4RKYL82J4F4500901
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8128	4RKYL82J6F4500902
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8129	4RKYL82J8F4500903
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8130	4RKYL82JXF4500904
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8131	4RKYL82J1F4500905
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8132	4RKYL82J3F4500906
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8133	4RKYL82J5F4500907
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8134	4RKYL82J7F4500908
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8135	4RKYL82J9F4500909
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8136	4RKYL82J5F4500910
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8137	4RKYL82J7F4500911
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8138	4RKYL82J9F4500912
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8139	4RKYL82J0F4500913

## ANNEX VIN

Order	CR#	Client	Road No.	VIN
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8140	4RKYL82J2F4500914
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8141	4RKYL82J4F4500915
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8142	4RKYL82J6F4500916
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8143	4RKYL82J8F4500917
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8144	4RKYL82JXF4500918
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8145	4RKYL82J1F4500919
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8146	4RKYL82J8F4500920
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8147	4RKYL82JXF4500921
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8148	4RKYL82J1F4500922
L849	CR3632	Chicago Transit Authority - CTA - Illinois	8149	4RKYL82J3F4500923
I850	CR3632	Chicago Transit Authority - CTA - Illinois	8150	4RKYL82J5F4500924
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8151	4RKYL82J7F4500925
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8152	4RKYL82J9F4500926
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8153	4RKYL82J0F4500927
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8154	4RKYL82J2F4500928
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8155	4RKYL82J4F4500929
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8156	4RKYL82J0F4500930
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8157	4RKYL82J2F4500931
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8158	4RKYL82J4F4500932
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8159	4RKYL82J6F4500933
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8160	4RKYL82J8F4500934
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8161	4RKYL82JXF4500935
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8162	4RKYL82J1F4500936
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8163	4RKYL82J3F4500937
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8164	4RKYL82J5F4500938
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8165	4RKYL82J7F4500939
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8166	4RKYL82J3F4500940
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8167	4RKYL82J5F4500941
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8168	4RKYL82J7F4500942
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8169	4RKYL82J9F4500943
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8170	4RKYL82J0F4500944
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8171	4RKYL82J2F4500945
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8172	4RKYL82J4F4500946
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8173	4RKYL82J6F4500947
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8174	4RKYL82J8F4500948
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8175	4RKYL82JXF4500949
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8176	4RKYL82J6F4500950
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8177	4RKYL82J8F4500951
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8178	4RKYL82J1F4501262
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8179	4RKYL82J3F4501263
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8180	4RKYL82J7F4501265
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8181	4RKYL82J9F4501266
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8182	4RKYL82J2F4501268
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8183	4RKYL82J4F4501269
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8184	4RKYL82J2F4501271
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8185	4RKYL82J4F4501272
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8186	4RKYL82J8F4501274
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8187	4RKYL82JXF4501275

**ANNEX VIN**

<b>Order</b>	<b>CR#</b>	<b>Client</b>	<b>Road No.</b>	<b>VIN</b>
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8188	4RKYL82J3F4501277
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8189	4RKYL82J5F4501278
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8190	4RKYL82J3F4501280
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8191	4RKYL82J5F4501281
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8192	4RKYL82J9F4501283
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8193	4RKYL82J0F4501284
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8194	4RKYL82J0G9775007
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8195	4RKYL82J4G9775009
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8196	4RKYL82J0G9775010
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8197	4RKYL82J2G9775011
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8198	4RKYL82J4G9775012
L850	CR3632	Chicago Transit Authority - CTA - Illinois	8199	4RKYL82J6G9775013



## IMPORTANT SAFETY RECALL (#16V-191)

THIS NOTICE APPLIES TO YOUR VEHICLE(S) – SEE VIN(S) IN ANNEX

Saint-Eustache, June 7, 2016

Mr. Dale Zielinski  
Santa Barbara Metropolitan Transit District  
550 Olive Street  
Santa Barbara (California) 93101  
USA

This Defect Notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Nova Bus has decided that a defect which relates to motor vehicle safety exists in certain Nova LFS model year 2010-2015, equipped with a Recaro ERGO-M driver's seat.

According to the information supplied by Recaro two critical welds might be missing on the right and/or left-hand seat belt anchorage J-brackets. The seat belt anchorage may separate and the driver may not be properly restrained in the event of a crash. Improper restraint can increase the risk of injury in the event of a crash.

Vehicles targeted by this notification can be identified by their vehicle identification number (VIN). A list of the targeted VINs is annexed at the end of this document.

For vehicles targeted by this recall, Recaro and Nova Bus proposes to inspect and replace the driver's seat belt anchor bracket with missing welds. Nova Bus will release a document (CR3632E) explaining the Recaro inspection and repair procedure. This document is available to you on our web site at <http://www.novabus.com/on-line-services.html>. The necessary replacement parts are available via the Prevost Parts distribution network. Nova Bus will assume the entire cost of the parts, and the cost of labor will be reimbursed. The repairs should take approximately 1.5 hours to complete. If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing under the heading "Annex A".

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have any questions regarding the requirements of this campaign, please contact your local Nova Bus aftermarket customer service representative.

After contacting your service representative, if you are still not able to have the safety defect remedied without charge and within reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, call 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Sincerely,

Guy French  
Vice President, Aftermarket Customer Care

**ANNEX A****General Plan for Reimbursement of Pre-Notification Remedies**

When a Nova Bus vehicle is affected by a safety recall campaign and the owner (claimant) has the problem corrected at their own expense prior to receiving notification of the recall, Nova Bus will reimburse the claimant for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. ***To qualify, repairs must have been completed no earlier than one year prior to the release of the recall (notification to the government) and no later than 10 days after the last mailing of the initial customer notification letter pertaining to the recall.*** The following information is required for your claim to be processed. Please print legibly.

Date: \_\_\_\_\_ Recall #: \_\_\_\_\_ 17 digit VIN: \_\_\_\_\_

Owner's Name: \_\_\_\_\_ Own/Lease (circle one)

Address: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Amount Requested: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

**All claims MUST be accompanied by accurate and complete documentation** (the invoice/receipt must provide the VIN, date of repairs, total amount paid and include a breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice).

I CERTIFY THAT I PAID FOR REPAIRS THAT CORRECTED THE SAFETY DEFECT AS STATED IN THE RECALL LETTER PRIOR TO BEING NOTIFIED. I ALSO CERTIFY THAT I HAVE PROVIDED CLEAR DOCUMENTATION OF THESE REPAIRS AND THAT ALL INFORMATION PROVIDED IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

**Claimant****Witnessed by (required)**

\_\_\_\_\_  
Authorized Signature and Date

\_\_\_\_\_  
Notary Signature and Date

\_\_\_\_\_  
Affix Notary Stamp

**Contact Information**

Submit copies of all documentation supporting your claim to:

Nova Bus Warranty, TMAC  
850, chemin Olivier  
Saint-Nicolas (QC) G7A 2N1  
Canada  
Email: [adm.novabus.warranty@volvo.com](mailto:adm.novabus.warranty@volvo.com)

**Allow 60 days for processing. Nova Bus is not responsible for claims submitted to the wrong address.**

Nova Bus will consider all claims, but may deny a claim, in whole or in part, for any of the following reasons:

- Fraudulent claim or vehicle not part of recall
- Incomplete application or support documentation
- The repair did not address the safety defect or non-compliance that led to the recall, or the repair was not of the same type (repair, replacement) as the recall remedy.

**This process is NOT intended to handle accident or property damage claims. Claims of that nature MUST be directed to our legal department at 35, Gagnon Blvd, Sainte-Claire (QC), Canada, G0R 2V0.**

**ANNEX VIN**

<b>Order</b>	<b>CR#</b>	<b>Client</b>	<b>Road No.</b>	<b>VIN</b>
L730	CR3632	MTD - Santa Barbara, California	N/A	4RKYS92J8E4500567
L730	CR3632	MTD - Santa Barbara, California	N/A	4RKYS92JXE4500568
L730	CR3632	MTD - Santa Barbara, California	N/A	4RKYS92J1E4500569