

Part 573 Safety Recall Report

19V-511

Manufacturer Name : Nova Bus**Submission Date :** MAR 27, 2020**NHTSA Recall No. :** 19V-511**Manufacturer Recall No. :** CR4663**Manufacturer Information :**

Manufacturer Name : Nova Bus

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

Company phone : 450-472-6410

Population :

Number of potentially involved : 802

Estimated percentage with defect : 20 %

Vehicle Information :

Vehicle 1 : 2014-2017 Nova Bus LFS, LFS Artic

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : All vehicles with passenger seat meeting the following conditions: 1. assembly operations completed out of station ; 2. USSC cantilever seat configuration ; 3. manufactured after January 2014.

Production Dates : JAN 27, 2014 - APR 07, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The hardware used to secure certain cantilever seats that attach to a side rail may have been over or under torqued. As a result the hardware and/or aluminum seat rail may fail and allow the cantilever seat to drop on the floor.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, this may increase the risk of a passenger injury. Nova Bus has not received report of injury associated with this defect. Therefore we consider this as a proactive measure to protect the public from the potential risk associated with this defect.

Description of the Cause : Improper torque to hardware attaching the seat bracket to the seat rail.

Identification of Any Warning that can Occur : Seat rail cracks, loose hardware.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- 2016-11-24 Seat dropping on the floor observed while performing a track accelerated durability testing for a new HEV powertrain system. MQR-1275 opened.
- 2017-Q1/Q2 Customer reports received for seat rail cracked and hardware loose and broken.
- 2018-01-22 Lab analysis received indicating failed rail and hardware caused by a fatigue failure.
- 2018-Q1 Additional customer reports received for seat rail cracked and hardware loose and broken.
- 2018-04 Service documents released to reporting customers for cracked rails and loose hardware inspection and replacement if needed.
- 2018-04-30 Additional lab results received on returned material.
- 2018-09-25 Service documents released to additional reporting customers.
- 2018-Q4 Additional customer reports received for seat rail cracked and hardware loose and broken.
- 2019-02-15 Product Safety Working Group informed of the potential safety related issue. Investigation opened.
- 2019-04 Customer reports received for seat dropping to the floor. No injury reported.
- 2019-05-09 Service documents released to additional reporting customers.
- 2019-06-03 Over the road accelerated testing with loose hardware and strain gauge measurements.
- 2019-06-12 Analysis shows that the torque is the primary contributing factor to the failures.
- 2019-06-25 Volvo Product Safety Committee determines safety related defect exists.
- 2019-07-02 Nova Bus informs NHTSA that a voluntary recall will be released to address the safety-related defect.

Description of Remedy :

Description of Remedy Program : Nova Bus will provide a service document to inspect and replace the seat rails and hardware on the affected vehicles. All cost associated with this inspection and replacement will be covered by Nova Bus.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : TBD. The complete process for assembly out of station is under review currently. Additional inspection is taking place for all vehicles having out of station operation on seats until the final process is confirmed and implemented in production.

Recall Schedule :

Description of Recall Schedule : Please see dates:

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : AUG 30, 2019 - AUG 30, 2019

* NR - Not Reported