

Part 573 Safety Recall Report

20V-354

Manufacturer Name : Nova Bus**Submission Date :** JUL 09, 2020**NHTSA Recall No. :** 20V-354**Manufacturer Recall No. :** CR4916E**Manufacturer Information :****Population :**

Manufacturer Name : Nova Bus

Number of potentially involved : 55

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

Estimated percentage with defect : 100 %

Company phone : 450-472-6410

Vehicle Information :

Vehicle 1 : 2016-2019 Nova Bus LFS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain vehicles with a pneumatic motor for the rear passenger door activation and a certain vehicle software program.

Production Dates : MAY 03, 2016 - OCT 18, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**
Description of the Defect : Pneumatic rear passenger door safety re-opening mechanisms may be inactive under certain conditions.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : During the closure of the rear passenger doors, under certain conditions the safety mechanisms for re-opening the doors in case of interference may not be active and the door may continue to close and cause personal injury.

Description of the Cause : Under certain conditions, certain vehicle software program logic have to be updated.

Identification of Any Warning that can Occur : None.
Involved Components :

Component Name 1 : Vehicle software

Component Description : VBEA

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2020-06-01 Nova Bus informed of an incident in Canada that caused a personal injury.

2020-06-03 Nova Bus goes to the customer location to collect facts.

2020-06-04 Product Safety Working Group informed of the potential safety related issue. Investigation opened.

2020-06-08 Nova Bus sends a proactive communication to NHTSA.

2020-06-09 Nova Bus sends a proactive communication letter to known customers to recommend removing from service the suspected vehicles.

2020-06-12 The affected vehicle population is identified.

2020-06-12 Nova Bus sends a second proactive communication letter to the new known customers to recommend removing from service the suspected vehicles.

2020-06-12 Volvo Product Safety Committee determines a safety-related defect exists.

2020-06-12 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 replace the vehicle software on the affected vehicles.

How Remedy Component Differs from Recalled Component : New vehicle software version.

Identify How/When Recall Condition was Corrected in Production : New vehicle software version.

Recall Schedule :

Description of Recall Schedule : Owner notification will be sent within 60 days of this notification. An advance copy of the owner letter will be provided to NHTSA for review and approval prior to release.
Note there will not be a dealer notification since Nova Bus does not have dealers. Date keyed in to be able to submit the defect report.

Planned Dealer Notification Date : JUN 30, 2020 - JUN 30, 2020

Planned Owner Notification Date : JUN 30, 2020 - JUN 30, 2020

* NR - Not Reported