

Nova Bus (US) Inc.

**IMPORTANT SAFETY RECALL**

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN ANNEX A

Mr. customer  
Company  
Street  
city,state  
USA

Saint-Eustache, May 26, 2022

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

Nova Bus (US) Inc. has decided that certain Nova Bus LFS and LFS Artic Model Year 2008 to 2020 fail to conform to Federal Motor Vehicle Safety Standard No. 108.

Nova Bus (US) Inc. have voluntary filed the vehicle recall 21V-151 and will issue a recall campaign service document CR5065 to address this situation.

On the affected vehicles the stop lamps and tail lamps center line height are at 75 inches from the ground. The FMVSS 108 table I-a requires "Not less than 15 inches, nor more than 72 inches". Under certain conditions, this may increase the risk of a crash due to reduced stop lamp and tail lamp visibility. Nova Bus (US) Inc. has not received any report of injury or death associated with this defect. Therefore, we consider this as a proactive measure to protect the public from the potential safety risk associated with this defect.

Nova Bus (US) Inc. will release a service document explaining the remedy program. This document will be 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 (US) Inc. will assume the parts and labour costs according to the warranty claim policies in effect. The vehicle can be remedied starting from May 25<sup>th</sup> 2021 according to parts availability. The repairs should take approximately 30 minutes to 45 minutes to complete.

Any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send a copy of such notice to the lessee. This requirement applies to both initial and follow-up notifications.

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



You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this defect. 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 B".

If you have any questions regarding the requirements of this campaign, please contact your customer support manager.

Sincerely,

Daniel Thériault  
Field Service Director



**ANNEX B -**

**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 (US) Inc. 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)**

\_\_\_\_\_  
Signature and Date    Notary Signature and Date    Affix Notary Stamp    \_\_\_\_\_ Authorized

**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



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

Nova Bus (US) Inc. 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.**