

Nova Bus (US) Inc.

IMPORTANT SAFETY RECALL

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

Mr. customer
Company
Street
city,state
USA

Saint-Eustache, May 26, 2022

This 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 a defect which relates to motor vehicle safety exists in certain Nova Bus LFS and LFS Artic Model Year 2016 to 2020 manufactured from November 2016 to November 2020 with the Cummins L9 engine configuration.

Nova Bus (US) Inc. have voluntary filed the vehicle recall 21V351 and will issue a recall campaign service document CR5120E to address this situation.

Following the equipment recall 21E-032 received from Cummins, certain affected vehicles fuel rail assembly may develop leaks, which may result in an undetected prolonged diesel fuel spray. A leak involving spraying/misting fuel in the presence of an ignition source may increase the risk of fire. 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 <https://partsassist.prevostcar.com/>. 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.

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
Vice-President General Manager Services

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)

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

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.