



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 17, 2022

Mr. Sylvain Claude
Regulatory Affairs Manager
Nova Bus (US) Inc.
1000 Industriel Blvd
St-Eustache J7R 5A5

NEF-107MR
22V-845

Subject: Loose or Missing Steering Gear Box Fasteners

Dear Mr. Claude:

This letter serves to acknowledge Nova Bus (US) Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

NOVA BUS/LFS/2018-2022
NOVA BUS/LFS ARTIC/2018-2021

Mfr's Report Date: November 15, 2022

NHTSA Campaign Number: 22V-845

Components:

STEERING:CRITICAL FASTENERS

Potential Number of Units Affected: 827

Problem Description:

Nova Bus (US) Inc. (Nova Bus) is recalling certain 2018-2022 LFS and 2018-2021 LFS Artic buses equipped with a Bosch steering gear box. The steering gear box may have an insufficient clamp load, which may allow the mounting plate sub-assembly fasteners to loosen and possibly fall out.

Consequence:

Missing fasteners may cause a of a loss of steering, increasing the risk of a crash.

Remedy:

Owners are advised not to drive their vehicles until the remedy has been completed. Nova Bus will inspect and tighten the fasteners as an interim remedy. The permanent remedy, consisting of replacing and tightening new fasteners to increase the clamp load, is expected to be available November 30, 2022, free of charge. Owner notification letters were mailed November 16, 2022. Owners may contact Nova Bus customer service at 1-800-350-6682. Nova Bus's number for this recall is CR5342.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



We have received Nova Bus' proposed owner notification letter and approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Nova Bus (US) Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement