

Part 573 Safety Recall Report

22V-845

Manufacturer Name : Nova Bus (US) Inc.**Submission Date :** NOV 15, 2022**NHTSA Recall No. :** 22V-845**Manufacturer Recall No. :** CR5342**Manufacturer Information :**

Manufacturer Name : Nova Bus (US) Inc.

Address : 260 Banker Road
PLATTSBURGH NY 12901

Company phone : 450-472-6410

Population :

Number of potentially involved : 827

Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2018-2022 Nova Bus LFS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Certains vehicles equipped with a Bosch steering gear box configuration.

Production Dates : FEB 09, 2018 - NOV 11, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 2 : 2018-2021 Nova Bus LFS Artic

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Certains vehicles equipped with a Bosch steering gear box configuration.

Production Dates : JUN 28, 2018 - OCT 07, 2021

VIN Range 1 : Begin : NR End : NR Not sequential**Description of Defect :**

Description of the Defect : Under certain conditions, a certain configuration of steering gear box installation may not have sufficient clamp load which may lead to the steering gear box mounting plate sub-assembly fasteners to become low torque, lose or missing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, an improper clamped steering gear box not detected may lead to 2 out of 3 fasteners missing and this may increase the risk of a loss of steering. Loss of steering can increase the risk of a crash.

In addition to the Safety Recall, Nova Bus is determined a Do Not Drive Warning for this defect until the vehicles are remedied. A containment remedy will be shortly released until the permanent remedy is released.

Nova Bus 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.

Description of the Cause : The clamp load scatter inherent to the manufacturing process of the components selected to fasten this joint was not assessed properly and may lead to insufficient clamp load under certain conditions.

Identification of Any Warning that can Occur : The driver may feel vibrations or a loose in the steering wheel, a steering wheel hard to turn and/or ear noises while steering the vehicle. Periodic maintenance may also detect low torque, loose and/or missing fasteners in the steering gear box system.

Involved Components :

Component Name 1 : Plate

Component Description : Steering gear box mounting plate

Component Part Number : N91159

Component Name 2 : Bolt

Component Description : Bolt

Component Part Number : N91461

Component Name 3 : Washer

Component Description : Spherical wahser

Component Part Number : N91462

Component Name 4 : Washer

Component Description : Lock washer

Component Part Number : N65400

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2022-11-02: Nova Bus receives a consumer complaint from customer A.

2022-11-04: Nova Bus receives a consumer complaint from customer B.

2022-11-09: Nova Bus makes a first contact with Federal Transit Administration Office of Transit Safety and Oversight

2022-11-10: Nova Bus Product Safety Working Group reviews the facts available and historical data including 2019 and 2021 field reports.

2022-11-14: Nova Bus PSWG receives additional information about the reported failure at customer B.

2022-11-14: Nova Bus Product Safety Working Group raises the case to the Nova Bus Product Safety Committee.

2022-11-14: Nova Bus issues a preventive delivery stop.

2022-11-15: Nova Bus Product Safety Committee determines a Safety-Related Defect exists and determines a Do Not Drive Warning.

2022-11-15: Nova Bus submits a vehicle recall report to NHTSA.

Nova Bus has not received any property damage claim, and neither notice or claim of injury or death associated with this regulatory noncompliance.

Description of Remedy :

Description of Remedy Program : Nova Bus will provide service documents to perform the containment remedy and the permanent remedy. The containment remedy consists of a periodic inspection and retorquing of the fasteners to the original torque value for this configuration. The permanent remedy will consist of a hardware change currently limiting the maximum clamp load and a different torquing strategy to increase the clamp load nominal value and reduced the clamp load scatter. All costs associated with this corrective measure will be covered by Nova Bus. Pre-notification remedies will be addressed using the general reimbursement plan on file with NHTSA.

How Remedy Component Differs The permanent remedy will consists of a hardware change currently

from Recalled Component : limiting the maximum clamp load and a different torquing strategy to increase the clamp load nominal value and also reduced the clamp load scatter.

Identify How/When Recall Condition was Corrected in Production : Nova Bus issued a preventive delivery stop on 2022-11-14. All vehicle delivered after this date will have the permanent remedy which will consist of a hardware change currently limiting the maximum clamp load and a different torquing strategy to increase the clamp load nominal value and also reduced the clamp load scatter.

Recall Schedule :

Description of Recall Schedule : Note Nova Bus does not have a dealer network and the dates entered for the planned dealer notification begin/end dates are only to avoid NHTSA Recall Portal error when submitting the recall report.

Planned Dealer Notification Date : NOV 15, 2022 - NOV 18, 2022

Planned Owner Notification Date : NOV 15, 2022 - NOV 18, 2022

* NR - Not Reported