

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR EQUIPMENT

August 10th, 2022

This notice is sent to you in accordance with 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 steering gear equipment manufactured from 06/01/2021 to 02/10/2022.

Nova Bus (US) Inc. have voluntarily submitted the Equipment Recall Report to NHTSA that generated the Safety Recall 22E050.

The equipment can be remedied starting from August 10th, 2022. The remedy should take approximately 3 hours to complete if installed on a vehicle. The service document CR5281E explaining the measures to be taken to remedy the affected vehicles will be published on its web site <https://us.novabus.com/customer-portal/>. The necessary replacement parts will be available via the Nova Bus Parts distribution network. Nova Bus (US) Inc. will assume the parts and labour costs of the replacement according to the warranty claim policies in effect.

Following the equipment recall 22E047 received from R.H. SHEPPARD CO. INC., certain affected steering gear may be assembled with fewer than the required number of recirculating balls which can lead to a fracture in the steering gear worm-shaft and loss of vehicle steering. A steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases, the balls may align on the same side of the gear's worm-shaft and concentrated loads may cause the gear's internal parts to fracture resulting in loss of vehicle steering. Loss of steering increases the likelihood of a crash. Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available.



You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this Safety-Related Defect. Please submit copies of all documentation supporting your claim according to the requirements specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this notification in Annex B.

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

If you have any questions regarding this Safety-Related Defect notification, please contact your customer support manager.

Sincerely,

Daniel Theriault
Director, Field Service

ANNEX A**(Information on part ship and service document #)**

CR #	Customer	P/N	PO #.	Shipping date	Material	Qty
CR5281E	First Transit of Puerto Rico	N34355	4238859	09-02-2021	Gear, Power Steering - new w/core charge	1

ANNEX B

General Plan for Reimbursement of Pre-Notification Remedies

When a Nova Bus vehicle is affected by a Safety Recall and the owner/purchaser (claimant) has the Safety-Related Defect or Noncompliance remedied at their own expense prior to receiving the manufacturer notification, Nova Bus (US) Inc. will reimburse the owner/purchaser for the reasonable amount paid (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the Safety-Related Defect Noncompliance as described in the notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the Safety Recall (notification to NHTSA) and no later than 10 days after the last mailing of the owner notification letters.

All claims must be accompanied by accurate and complete documentation (the invoice/receipt must provide the VIN, date of repair, total amount paid and include a breakdown of the parts, labor, and other costs. Specific costs associated with this notification must be highlighted or circled on the invoice).

The following information is required for your claim to be processed. Please print legibly.

Date: _____ **Recall #:** _____ **17 digits VIN:** _____

Owner's Name: _____ **Own / Lease** (*circle one*)

Address: _____ **Date of Repair:** _____

City, State, Zip: _____ **Amount Requested:** _____

Phone#: _____ **Email:** _____

I CERTIFY THAT I PAID FOR REPAIRS THAT REMEDIED THE SAFETY-RELATED DEFECT OR NONCOMPLIANCE AS DESCRIBED IN THE OWNER NOTIFICATION 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

Authorized signature and date

Contact Information

Submit your claim together with copies of all supporting documentation 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 and decision. Nova Bus (US) Inc. is not responsible for claims submitted to the wrong address.

This process is not intended to handle incident, accident or property damage claims. Claims of that nature must be directed to our legal department at 1000 Industriel Boulevard, Saint-Eustache, QC, Canada J7R 5A5.