

IMPORTANT SAFETY RECALL

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

YOU ARE ADVISED NOT TO DRIVE YOUR VEHICLE UNTIL A REMEDY IS PERFORMED

M. Customer
Transit Company
ABC road
Plattsburgh, NY, USA 12901

November 16th, 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 LFS and LFS Artic MY2018-2022 manufactured from June 2018 to November 2022 and equipped with a Bosch steering gear box configuration. You are advised not to drive your vehicle until a remedy is performed.

Nova Bus (US) Inc. have voluntarily submitted a Vehicle Recall Report to NHTSA that generated the Safety Recall 22V845.

The service document CR5344 explaining the measures to be taken for the interim remedy for the affected vehicles is published on its web site <https://us.novabus.com/customer-portal/>. The vehicle can be intermily remedied starting from November 16th, 2022. The interim remedy consists of a periodic inspection and re-tightening of the fasteners to the original torque value for this configuration, and should take approximately 15 minutes to complete if it has not been completed already. Nova Bus is currently completing its analysis and testing potential permanent remedies. The service document CR5342 explaining the measures to be taken for the permanent remedy for the affected vehicles will be published on its web site shortly <https://us.novabus.com/customer-portal/>. The vehicle are expected to be permanently remedied starting from November 30th, 2022. The permanent remedy will consist of a hardware change and a different tightening strategy, and should take approximately 30 minutes to complete. The necessary replacement parts will be available via the Nova Bus Parts distribution network. Nova Bus (US) Inc. will cover the parts and labour costs of the repair according to the warranty claim policies in effect.

Certain affected vehicles equipped with a Bosch 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, loose or missing.

Under certain conditions, an improperly 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.

The driver may notice vibrations or a looseness in the steering wheel, a steering wheel hard to turn and/or noises while steering the vehicle. Periodic maintenance may also detect low torque, loose and/or missing fasteners in the steering gear box system.

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 but does not apply where the manufacturer has notified a lessor's lessees directly.

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

Make	Model	Model Year	Road #.	VIN
Nova Bus				
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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.