



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 31, 2023

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

NEF-107DC
23V-714

Subject: Incorrectly Installed Passenger Seat

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/2015-2019
NOVA BUS/LFS ARTIC/2015-2019

Mfr's Report Date: October 25, 2023

NHTSA Campaign Number: 23V-714

Components:

SEATS:CRITICAL FASTENERS

Potential Number of Units Affected: 514

Problem Description:

Nova Bus (US) Inc. (Nova) is recalling certain 2015-2019 LFS and LFS Artic transit buses. The attachment hardware may have been incorrectly installed beneath the rear wheel well passenger seats, allowing the seat to detach from the frame.

Consequence:

A detached passenger seat may inadequately restrain a passenger during a crash, increasing the risk of injury.

Remedy:

Owners are advised not to drive their vehicles until the remedy is completed. Nova Bus will inspect and replace the attachment hardware as necessary, free of charge. Owner notification letters are expected to be mailed November 30, 2023. Owners may contact Nova Bus customer service at 1-800-350-6682. Nova Bus number for this recall is CR5500.

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.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Nova Bus (US) Inc.'s contact for this recall will be Debora Crews who may be reached by email at debora.crews@dot.gov. We look forward to working with you.

Sincerely,



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