

Part 573 Safety Recall Report

23V-482

Manufacturer Name : Nova Bus (US) Inc.

Submission Date : APR 15, 2024

NHTSA Recall No. : 23V-482

Manufacturer Recall No. : CR5442



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 : 414

Estimated percentage with defect : 83 %

Vehicle Information :

Vehicle 1 : 2019-2023 Nova Bus LFS Artic

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : All vehicles equipped with an Allison transmission B500R and manufactured after a certain date according to our field survey.

Production Dates : JUN 19, 2019 - DEC 15, 2023

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

Vehicle 2 : 2019-2023 Nova Bus LFS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : All vehicles equipped with an Allison transmission B400R (or B500R) and manufactured after a certain date according to our field survey.

Production Dates : JUN 26, 2019 - MAY 02, 2023

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

Description of Defect :

Description of the Defect : Certain Allison Transmission yoke may separate which may lead to a sudden loss of drive and an immobilized vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, an unexpected loss of drive may create an unexpected vehicle behavior and may increase the risk of a crash. Also, an immobilized vehicle may increase the risk of a crash, and additionally,

offloading passengers in an environment not expected for this can increase the risk of injury.

Nova Bus has not received any, property damage claim, and neither notice or claim 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 root cause of the defect is yet to be determined. Analysis and testing are ongoing with Nova Bus and Allison Transmission Inc. collaboration.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Transmission

Component Description : B400R

Component Part Number : N103287, N103290, N106777-01/02, N83756, N86500

Supplier Identification :

Component Manufacturer

Name : Allison Transmission Inc.

Address : 1 Allison Way
Indianapolis Indiana 46222-3271

Country : United States

Chronology :

2022-12-12: During a Canadian customer courtesy visit, Nova Bus is made aware of a bus that have lost its driveshaft at 127,000km / 18 months in service.

2023-05-23: A 2nd driveshaft loss failure is reported from another Canadian customer. A field report is created.

2023-06-05: Nova Bus Product Safety Working Group is informed, investigation opened.

2023-06: A field survey performed at various customers and found bolts with loss of torque to various level.

2023-06-29 Nova Bus Product Safety Working Group decides to raise this situation to the Nova Bus Product Safety Committee.

2023-07-05: Nova Bus Product Safety Committee determines a Safety-Related Defect exists.

2023-07-12: 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 defect.

2023-09-08: Nova Bus mails the interim owner notifications.

2023-09-25: Nova Bus updates the DIR planned date for the final owner notification mailing.

2023-12-08: Nova Bus updates the Identify the Remedy and Vehicle Information.

2023-12-20: Nova Bus updates the Identify the Supplier, the number of potentially involved and Identify the Remedy.

Description of Remedy :

Description of Remedy Program : Nova Bus will provide a service document to contact authorized Allison Transmission Inc. dealer for the support of increasing the output shaft yoke/flange retaining bolt torque. All cost associated with the corrective measure about the B400R transmission will be covered by Allison Transmission Inc. Pre-notification remedies will be addressed using the Nova Bus general reimbursement plan on file with NHTSA.

Nova Bus will provide a service document, as an interim bases, to cover the corrective measure about the B500R transmission to validate the existing torque on the yoke retaining bolt. All cost associated with the interim corrective measure about the B500R transmission will be covered by Nova Bus. Pre-notification remedies will be addressed using the Nova Bus general reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : Remedy component will have sufficient torque force for the output shaft yoke/flange retaining bolt.

Identify How/When Recall Condition was Corrected in Production : From 2023-07-07, the delivery stop ensured that no vehicle was delivered without a remedy. The remedy is yet to be determined.

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 date are only to avoid NHTSA Recall Portal error while submitting the recall report.

Planned Dealer Notification Date : OCT 20, 2023 - OCT 20, 2023

Planned Owner Notification Date : OCT 20, 2023 - OCT 20, 2023

* NR - Not Reported