

Part 573 Safety Recall Report

23V-762

Manufacturer Name : Nova Bus (US) Inc.

Submission Date : FEB 02, 2024

NHTSA Recall No. : 23V-762

Manufacturer Recall No. : CR5507



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 : 718

Estimated percentage with defect : 8 %

Vehicle Information :

Vehicle 1 : 2021-2023 Nova LFS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is defined by vehicles built from April 30, 2021 through August 31, 2023 equipped with a directional foot switch (turn signal).

Production Dates : APR 30, 2021 - AUG 31, 2023

VIN Range 1 : Begin : 4RKYL82L5M977797 **End :** 4RKYL82J7N9778645 Not sequential

Description of Defect :

Description of the Defect : The turn signals may intermittently become inoperative.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A nonfunctioning exterior turn signal may not notify other drivers of a turning vehicle, increasing the risk of a crash.

Description of the Cause : Insufficient crimp force in the splice block of the switch.

Identification of Any Warning that can Occur : There is no warning prior to occurrence.

Involved Components :

Component Name 1 : SWITCH

Component Description : DIRECTIONAL FOOT

Component Part Number : N39406

Supplier Identification :

Component Manufacturer

Name : Transtech Innovations

Address : 936 Lionel-Boulet Blvd

Varenes, Quebec Foreign States J3X 1P7

Country : Canada

Chronology :

May 22, 2023: Nova Bus is informed of an elevated fault frequency.

June 10, 2023: Nova Bus opens a formal investigation.

September 6, 2023: The issue was raised to the safety forum as a potential risk for evaluation.

September 14, 2023: Nova Bus opens a formal potential safety related issue investigation.

October 5, 2023: The information gathered during the investigation is reviewed and raised to decision forum.

October 19, 2023: The decision forum requested review of information provided.

November 6, 2023: Product Safety Committee determination of product defect.

November 11, 2023: Nova Bus files 573 with NHTSA that a voluntary recall will be released to address the safety-related defect.

There have been no accidents or injuries related to this defect. Warranty experience with one customer shows a failure rate of 8 percent. There has been a total of 28 warranty claims associated with this defect.

Description of Remedy :

Description of Remedy Program : Remedy program will be to perform an inspection of the directional foot switch pigtail and repair any splice blocks found with insufficient crimping.
All costs associated with this corrective measure 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 crimp force for proper electrical connection. N39406 DIRECTIONAL FOOT SWITCH

Identify How/When Recall Condition was Corrected in Production : An internal campaign was launched to correct vehicles in production November 7, 2023.

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.
Owner notification will begin on or before December 20, 2023

Planned Dealer Notification Date : NOV 15, 2023 - NOV 15, 2023

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

* NR - Not Reported