

# Part 573 Safety Recall Report

# 23V-781

**Manufacturer Name :** Nova Bus (US) Inc.

**Submission Date :** DEC 05, 2023

**NHTSA Recall No. :** 23V-781

**Manufacturer Recall No. :** CR5512



## 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 :** 2

**Estimated percentage with defect :** 9 %

## Vehicle Information :

**Vehicle 1 :** 2023-2023 Nova LFS

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** DIESEL

**Descriptive Information :** Recall population defined by vehicles built during a time frame when suspect material was first identified to the established clean point in our factory.

**Production Dates :** SEP 08, 2023 - SEP 27, 2023

**VIN Range 1 : Begin :** 2NVYL82JOP3754060 **End :** 2NVYL82J8P3754064  Not sequential

## Description of Defect :

**Description of the Defect :** The sunvisor may detach from the bracket and fall.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A sunvisor that detaches and falls may startle the driver and potentially reduce the field of vision increasing the risk of a crash.

**Description of the Cause :** Loctite not applied as required per Bill Of Material.

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

## Involved Components :

Component Name 1 : Windshield Assembly

Component Description : Sunvisor

Component Part Number : N92073

## Supplier Identification :

### Component Manufacturer

Name : Nova Bus

Address : 1000 boulevard Industriel

Quebec Foreign States J7R 5A5

Country : Canada

## Chronology :

August 9, 2023: Nova Bus is informed of occurrences where the sunvisor fell.

September 05, 2023: The issue is raised to the safety forum as a potential risk for evaluation

September 07, 2023: Nova Bus opens a formal potential safety related issue investigation.

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

September 28, 2023: The product safety evaluation committee recommends raising this issue to the product safety committee. Nova Bus initiates an internal factory campaign to inspect and remedy product.

October 10, 2023: Nova Bus performs an inspection in the field to further understand the fault frequency.

November 16, 2023: Product Safety Committee determination of product defect.

November 21, 2023: Nova Bus files 573 with NHTSA that a voluntary recall will be released to address the safety-related defect.

December 5, 2023: Nova Bus corrected errors in the model and production dates in vehicle information.

There have been no accidents or injuries related to this defect. Warranty experience with one customer shows a failure rate of 9 percent. There are three claims associated with this defect.

## Description of Remedy :

Description of Remedy Program : Remedy program will be to perform an inspection of the sunvisor fasteners and apply Loctite if not present.  
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 loctite applied and will have sufficient retaining force to withstand vibrations such that the visor is held in place .  
N92073 SUNVISOR WINDSHIELD ASSY

Identify How/When Recall Condition was Corrected in Production : An internal campaign was launched to correct vehicles in production September, 28 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 January 15, 2024

Planned Dealer Notification Date : NOV 22, 2023 - NOV 22, 2023

Planned Owner Notification Date : JAN 15, 2024 - JAN 15, 2024

\* NR - Not Reported