

Object: Communication Regarding the LFSe+ Akasol Battery Packs Safety Recall - NHTSA Campaign Number 23V540000

Dear [REDACTED],

On August 2nd, 2023, Nova Bus submitted a Safety Recall regarding LFSe+ Akasol battery packs. The defect identified concerns certain bus-bar terminal blocks, which may be over torqued and could fail. Under certain conditions, the failed terminal block portion can become a loose metallic debris in the battery pack.

The detailed information regarding this recall can be found on the NHTSA website under the Campaign Number 23V540000 here: <https://www.nhtsa.gov/vehicle/2023/NOVA%252520BUS/LFS#recalls>

Nova Bus has not received any consumer complaint, field report, warranty claim, 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.

Following a thorough safety-related analysis of the issue, Nova Bus has determined it does not include a “do not drive” recommendation. When the vehicle is in operation or charging, in the unlikely event of a thermal event developing in the battery pack, the thermal runaway detection tell-tale warning to the driver will illuminate. Nova Bus recommends safely stopping and parking the vehicle outside away from any property. When the vehicle is not in operation, Nova Bus recommends parking it outside.

Please note that you will receive a formal regulated owner notification letter by early September, which will be sent to all affected customers. This letter will contain details on the corrective action as well.

We understand the inconvenience that this situation causes. Please be assured that the safety of our employees, our customers, of the passengers and the public remains a top priority for Nova Bus.

Thank you for your understanding and cooperation as we work through this,

Robert Létourneau
VP Product Development

Dominic Boies
Quality Director