



IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A
NHTSA RECALL NO. 23V291

M. Customer
Transit Bus Agency
260 Banker road
Plattsburgh, NY, USA 12901

May 24th, 2023

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Nova Bus (US) Inc. has decided that a defect which relates to motor vehicle safety exists in certain Nova Bus model LFS Model Years 2022 to 2023 manufactured from March 15th, 2022, to February 24th, 2023, equipped with the high-voltage battery pack.

The coolant line in the high voltage battery pack may not be fully seated and locked, which can result in the loss of coolant and an electrical short circuit, increasing the risk of fire. Nova Bus will work with Akasol, the battery pack manufacturer, to inspect the battery packs, and replace them as necessary. In operation, a low coolant and/or thermal runaway detection tell-tale warning to the driver may illuminate. If this occurs, safely stop and park the vehicle outside away from any property and contact your customer support manager for support.

The service document CR5406 explaining the measures to be taken to remedy the affected vehicles will be published on its web site <https://us.novabus.com/customer-portal/>. The vehicle can be remedied starting from June 6th 2023. The remedy should take approximately 8 hours 20 minutes to complete. The necessary replacement parts will be available via the Nova Bus Parts distribution network. Nova Bus (US) Inc. will assume the parts and labour costs of the repair according to the warranty claim policies in effect.

Any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send a copy of such notice to the lessee. This requirement applies to both initial and follow-up notifications but does not apply where the manufacturer has notified a lessor's lessees directly.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this Safety-Related Defect. Please submit copies of all documentation supporting your claim according to the requirements specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this notification in Appendix B.



After contacting your customer support manager, if you are still not able to have the Safety-Related Defect remedied without charge and within reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> .

Safety is important to us, and we apologize for any inconvenience this situation may cause. Thank you for your attention to this important matter and we look forward to remedy your vehicle. If you have any questions regarding this Safety-Related Defect notification, please contact your customer support manager.

Sincerely,

Daniel Theriault
Director, Field Service

APPENDIX A

Make	Model	Model Year	Road #.	VIN
Nova Bus				
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APPENDIX B

General Plan for Reimbursement of Pre-Notification Remedies

When a Nova Bus vehicle is affected by a Safety Recall and the owner/purchaser (claimant) has the Safety-Related Defect or Noncompliance remedied at their own expense prior to receiving the manufacturer notification, Nova Bus (US) Inc. will reimburse the owner/purchaser for the reasonable amount paid (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the Safety-Related Defect Noncompliance as described in the notification. To qualify, repairs must have been completed no earlier than one year prior to the release of the Safety Recall (notification to NHTSA) and no later than 10 days after the last mailing of the owner notification letters.

All claims must be accompanied by accurate and complete documentation (the invoice/receipt must provide the VIN, date of repair, total amount paid and include a breakdown of the parts, labor, and other costs. Specific costs associated with this notification must be highlighted or circled on the invoice).

The following information is required for your claim to be processed. Please print legibly.

Date: _____ **Recall #:** _____ **17 digits VIN:** _____

Owner's Name: _____ **Own / Lease** (*circle one*)

Address: _____ **Date of Repair:** _____

City, State, Zip: _____ **Amount Requested:** _____

Phone#: _____ **Email:** _____

I CERTIFY THAT I PAID FOR REPAIRS THAT REMEDIED THE SAFETY-RELATED DEFECT OR NONCOMPLIANCE AS DESCRIBED IN THE OWNER NOTIFICATION LETTER PRIOR TO BEING NOTIFIED. I ALSO CERTIFY THAT I HAVE PROVIDED CLEAR DOCUMENTATION OF THESE REPAIRS AND THAT ALL INFORMATION PROVIDED IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

Claimant

Authorized signature and date

Contact Information

Submit your claim together with copies of all supporting documentation to:

Nova Bus Warranty, TMAC
850, chemin Olivier
Saint-Nicolas (QC) G7A 2N1
Canada
Email: adm.novabus.warranty@volvo.com

Allow 60 days for processing and decision. Nova Bus (US) Inc. is not responsible for claims submitted to the wrong address.

This process is not intended to handle incident, accident or property damage claims. Claims of that nature must be directed to our legal department at 1000 Industriel Boulevard, Saint-Eustache, QC, Canada J7R 5A5.