



## IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE – SEE VIN IN APPENDIX A  
NHTSA RECALL NO. 23V482

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

October 27<sup>th</sup>, 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 and Model Years 2019 to 2023 manufactured from June 2019 to May 2023 equipped with an Allison transmission B400R or B500R and manufactured after a certain date according to our field survey.

Certain affected vehicles may have a certain Allison Transmission yoke that may separate which may lead to a sudden loss of drive and an immobilized vehicle. An unexpected loss of drive may create an unexpected vehicle behavior and may increase the risk of a crash. Also, a vehicle that is disabled could create the need for offloading passengers in an environment not expected for this can increase the risk of injury.

The service document CR5442 explaining the measures to be taken to remedy the affected vehicles will be published on Nova Bus web site <https://us.novabus.com/customer-portal/>. The service document CR5442 informing you of the applicable corrective measures published by Allison Transmission Inc via their document "Field Action Letter 2023FA04" as well as the action to be taken with Allison Transmission Inc. The remedy, apply torque output shaft yoke/flange to new specification, should take approximately 60 minutes to complete and free of charge. Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

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**

<b>Make</b>	<b>Model</b>	<b>Model Year</b>	<b>Road #.</b>	<b>VIN</b>
Nova Bus				
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