



INTERIM NOTICE

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

September 8th, 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. Under certain conditions, 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 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/>. However, the corrective measure is not yet finalized. We will notify you again when the remedy is ready. Nova Bus (US) Inc. will covered the parts and labour costs of the repair according to the warranty claim policies in effect. 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

Make	Model	Model Year	Road #.	VIN
Nova Bus				
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