



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 28, 2024

Ms. Elizabeth M. Jolin  
Nova Bus (US) Inc.  
7821 Spencer Brook Dr  
SUMMERFIELD, NC 27358

NEF-107HG  
24V-231

**Subject:** Engine Coolant Return Hose May Fail

Dear Ms. Jolin:

This letter serves to acknowledge Nova Bus (US) Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

NOVA BUS/LFS/2020-2024

**Mfr's Report Date:** March 27, 2024

**NHTSA Campaign Number:** 24V-231

**Components:**

ENGINE AND ENGINE COOLING:COOLING SYSTEM:HOSES/LINES/PIPING/FITTINGS

**Potential Number of Units Affected:** 641

**Problem Description:**

Nova Bus (US) Inc. (Nova Bus) is recalling certain 2020-2024 LFS vehicles. The engine coolant return hose may fail, leaking coolant and causing an engine shutdown.

**Consequence:**

An unexpected engine shutdown can increase the risk of a crash. Additionally, transferring passengers from the disabled bus can increase the risk of injury.

**Remedy:**

Nova Bus will replace the engine coolant return hose, free of charge. Owner notification letters are expected to be mailed May 26, 2024. Owners may contact Nova Bus customer service at 1-800-350-6682. Nova Bus number for this recall is CR5577.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Nova Bus (US) Inc.'s contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement